

# Introduction

This guide explains the NOIS software and the how it works. The software can be adapted for a variety of ways in which you work. This documentation is primarily oriented to NOIS being used nationally. Sites should refer to Local Use at Sites on page 31 to understand the differences between national and site use.

## ***What's NOIS***

NOIS stands for **National On-Line Information Sharing**. It is a computer program that provides a means of logging and tracking problems associated with the daily operation of computer systems within VistA. Documenting problems provides a means to find and disseminate solutions to those involved in support, development, and management.

NOIS can be used for many purposes.

- Support – to track and resolve reported problems.
- Development – to track problems that require program changes.
- Management – to ensure resources are being used appropriately and ensure problems are resolved.
- Quality Control – to ensure that problems to be fixed in future releases are corrected.
- Documentation – to find common problems useful for incorporation into troubleshooting guides.
- IRMS – to log problems at their local facility.

Simply put, *NOIS is a logbook of requests for service.*

## ***What's New***

- NOIS is intended to be used as a central database where all calls are logged on the same system.
- Calls are not “owned” by any single user. Any NOIS call can be opened, edited, or closed by anyone having the authority of editing a call.
- List Manager is the primary user interface to display lists of calls and call information.
- You can customize your data entry by defining your own defaults.
- You can define criteria for the calls that you normally deal with.
- Virtually any type of call can be searched for.
- Browsing information on calls is made easy by using ad hoc displays.
- Notifications can be made using MailMan or menu alerts. You can be notified automatically of changes to calls you are interested in. Sites can also be notified automatically.
- NOIS data can be easily extracted to PC applications and spreadsheets.

### **“NOIS is ... different”**

Many new users of NOIS find the package different from other VistA packages they use. You may find this especially true if you have not used an application that uses List Manager. List Manager allows you to review information and also choose from a wide variety of actions. Another thing to become used to is that NOIS is a very open application. Anything in NOIS is reviewable by anyone. You are not restricted to the calls you can review. This allows the benefit of finding possible solutions to reported problems. It also forces you to be familiar enough with NOIS to avoid being swamped with an ocean of information. A major difference between NOIS and other applications is the way working in groups is accomplished. Most applications form groups where users are enrolled (mail groups, teams, etc.). NOIS allows you to define what you want to be involved in by simply defining your own unique needs. You can define what kinds of calls to review and track.

## ***Getting Started***

Logging calls in NOIS is about the same as before. You enter a description of the problem and a resolution, along with a few fields to identify who called and when. Logging calls still uses prompts for the fields to enter and the editor you've chosen when working with FileMan word processing fields.

For finding, reviewing, and editing calls, NOIS uses List Manager. If you're not familiar with List Manager's scroll region and protocol menus, there are several applications you can review that use this interface (scheduling, discharge summary, etc.).

To learn to use NOIS, you can follow several examples given in this manual or just jump in, log some calls, browse around, and find some interesting calls. If you just want to experiment, you can always log a call on the NOIS package itself. Every NOIS function (except for setting up files), you can do using the List Calls option.

In order to use NOIS, you must have access to it. NOIS is generally set up as a command option and available to all users (similar to Kernel's User Toolbox). In order to log and edit NOIS calls, you must be entered as a NOIS Specialist. Any NOIS Coordinator can set you up as a NOIS Specialist.

NOIS uses lists to group calls. There are several lists available for common groups of calls. You don't need a personal list to start using NOIS; in fact, you may never need to have a custom list.

# NOIS Basics

## Options

NOIS only has a few menu options. Here they are.

New Call
Edit Call
Close Call
View Calls
List Calls
Query Calls
Reports
File Setup

Several of these options allow doing multiple activities. In fact, *you can do just about everything in NOIS using List Calls*. New Call, Edit Call, and Close Call are used for entering and editing a NOIS call. List Calls and Reports are used for reviewing. List Calls and Query Calls are used for finding specific types of calls. File Setup and Import Data are utility options.

New Call	Enter new NOIS calls.
Edit Call	Edit a specific call. For when you only want to edit one call and you know the call you want to edit.
Close Call	Similar to Edit Call except it screens out calls that are already closed when selecting the call.
View Calls	Display or print select calls.
List Calls	Select a list of NOIS calls which you can then review and edit.
Query Calls	Generate an ad hoc list of calls by entering a query statement.
Reports	Display or print a specific report or custom report by entering a list name with a sort and display format.
File Setup	Print, search, or inquire NOIS files. NOIS Coordinators can also edit and add new entries to these files (except for the NOIS Call file which must be edited using the NOIS programs).

## List Manager

List Manager is used as a user interface to display NOIS information. List Manager provides applications a means of scrolling through documents or lists of items. You select items from the list by using the available actions at the bottom of the screen. **Note:** This is not always intuitive – *with List Manager, you select the action, then you select the item.* The menu actions are protocols that run programs. Menu selection allows escape processing so that you can use specific keys on your keyboard to control the screen display (page up, page down, down a line, etc.).

The advantage to using the List Manager is that records can be reviewed while several actions are available to edit and change your display.

List Manager provides a hidden menu of actions that are also available to use. These include navigation actions for scrolling the screen or to go to a specific page of the display. The action Search Text is useful for finding text within the display. The actions Print Text and Print Screen let you get printouts or non-scrolled displays. Any displayed text in NOIS can be printed. The text can also be transferred into a mail message.

NOIS uses a common hidden menu of actions that can be used on any display. NOIS includes help using ?, ?, or ????. User Defaults and Define List are also available on the hidden menu. NOIS uses two ways to quit List Manager. QT will quit the current display and return to any previous display. EX will exit back to the option menu.

## List Manager

The List Manager provides a common user interface by providing a static section of display, a scrolling region, and selection of actions from a menu.

### Title of Screen

Displays current date/time and number of pages of display text.

### Header

Captions and non-scrolling information are always displayed

List Manager Workbench		Mar 21, 1994 12:09:41	Page: 1 of 3
Template: VALM DEMO APPLICATION			
Demographics		List Region	
Template Name: VALM DEMO APPLICATION		Top Margin: 5	
Entity Name: Protocol		Bottom " : 14	
Screen Title: Package Protocol List		Right " : 240	
Protocol Information		Other Fields	
Type of List: PROTOCOL		OK to Transt?: OK	
Protocol Menu: VALM DEMO MENU		Use Cursor Control: YES	
Print Protocol: VALM DEMO PRINT		Allowable Number of Actions: 2	
Hidden Menu: VALM HIDDEN ACTIONS		Date Range Limit:	
		Automatic Defaults: YES	
+ Enter ?? for more actions >>>			
DE Demographic Edit	MC MUMPS Code Edit	PE Protocol Edit	
PI Protocol Information	CE Caption Edit	RN Run List	
LR List Region Edit	CL Change List Template	IT Input Template	
OF Other Fields	EA Edit All	RO Routine Editor	
Select Tool:Next Screen//			

### Display Text

This display can be scrolled backwards and forwards.

### Status Bar

Borders display text and menu actions.

### Selection

Allows entry of an action.

### Menu Actions

Protocols can be selected. Hidden actions are also available by entering '??'.

## 3 Screens

There are three main List Manager “screens” that are used in NOIS. The List Screen is for finding calls. The View Screen displays information on selected calls. Use the Edit Screen for reviewing and editing calls. You can log new calls or use notifications from any of these. You can get to any screen from the List screen. You will return to the previous screen when entering a QT to quit. You can return to the menu options directly by entering EX to exit.

### LIST

This screen shows a list of multiple calls. You can review or edit any of these calls. You can also add or remove calls to the list. Lists can be defined to meet your own special criteria.

NOIS Calls				Mar 21, 1994 12:39:57	Page: 1 of 2
List: ISC-SLC, SUPPORT OPEN					# of calls: 18
#	Call ID	Status	Mod	User	Call Subject
1	GRJ-0294-50051	O	XM	NCG	MAIL
2	CHY-0294-50076	O	ENG	MRP	INTERMEC 8646 PRINTER
3	MCM-0294-50106	O	IDCU	MRP	Hing Problem After Upgrade
4	TAC-0294-50207	O	IFCP	NCG	user changed sort template
5	FHM-0294-50322	O	PHAR	MRP	BARCODE ON & OFF FIELDS
6	SLC-0294-50361	O	ENG	NCG	closing work orders
7	SLC-0294-50419	O	KRM	NCG	adding new user to system
8	FTL-0294-50427	O	RAD	NCG	distribution queue not working
9	ALB-0294-50441	O	SYSM	JLR	REQUEST FOR ADDITIONAL DISK DRIVES
10	ISL-0394-50005	O	NOIS	BA	TESTING ENTRY
11	SPO-0394-50044	O	PHAR	MB	DUE QUESTIONNAIRE AND ACTION PROFILES
12	SHE-0394-50057	O	MB	MB	SITE CAN'T READ GLOBAL TAPE
13	SPO-0394-50082	O	SURG	BA	DEATHS ON QUARTERLY COUNTING ALL CASES
14	BOI-0394-50109	O	MISC	MB	Package Received - Bernstein???
15	CVA-0394-50121	O	MAS	MC	VARO SF=> OAKLAND
+ Enter ?? for more actions					
Log New Call			Query		Change List
Edit Call ...			Select		Order (Sort)
View Calls ...			Add		File (Save)
Batch Edit			Remove		Notification
Select Action: Next Screen// V View Calls ...					

NOIS Calls - View				Mar 21, 1994 12:41:27		Page: 1 of 5	
List: ISC-SLC, SUPPORT OPEN						# of calls: 5	
Calls (2,6,12-14)						Brief Format	
2	CHY-0294-50076	O	ENG	MRP	INTERMEC 8646 PRINTER		
Basic Information:							
Module: ENGINEERING/6.5				Status (Sup): OPEN			
Site: CHEYENNE, WY				Status (Dev):			
Specialist: PALMER,MIKE				Priority: ROUTINE			
Date Opened: FEB 3, 1994				Date Closed:			
Description: (partial entry)							
They are having problems with intermec 8646 printer. It works fine							
set up using a terminal as an interface, but will not work from DHCP.							
I had him double check the interface (set to computer or host), set							
to 7E1, port set to Input/Output, 8 bit disabled.							
Notes: (partial entry)							
(1) Feb 10, 1994#08:37:51				PALMER,MIKE		Hours: 1	
I went over with them the problems I encountered when I set up ours.							
I also forwarded them a message from forward that appeared to have							
Resolution: (no entry)							
=====							
+ Enter ?? for more actions							
Log New Call				Edit Calls ...		Go To Call	
Format Change				Batch Edit		Notification	
Select Action: Next Screen// E				Edit Calls ...			

### VIEW

This screen displays formats of multiple calls. You can change the format for a custom display, search for text, or obtain extracts for spreadsheets. You can also select calls to edit from these calls.

### EDIT

This screen allows you to go through selected calls to edit, close the call, change the status, or make notes. You can change the display format and review other information on the call.

NOIS Edit Multiple Calls				Mar 21, 1994 12:41:41		Page: 1 of 1	
2	CHY-0294-50076	O	ENG	MRP	INTERMEC 8646 PRINTER		
Call 2 of (2,6,12-14)				Brief Format			
Basic Information:							
Module: ENGINEERING/6.5				Status (Sup): OPEN			
Site: CHEYENNE, WY				Status (Dev):			
Specialist: PALMER,MIKE				Priority: ROUTINE			
Date Opened: FEB 3, 1994				Date Closed:			
Description: (partial entry)							
They are having problems with intermec 8646 printer. It works fine							
set up using a terminal as an interface, but will not work from DHCP.							
I had him double check the interface (set to computer or host), set							
to 7E1, port set to Input/Output, 8 bit disabled.							
Notes: (partial entry)							
(1) Feb 10, 1994#08:37:51		PALMER,MIKE			Hours: 1		
I went over with them the problems I encountered when I set up ours.							
I also forwarded them a message from forward that appeared to have							
Resolution: (no entry)							
Enter ?? for more actions							
Log New Call				Edit		Next Call	
Other Information				Status Change		Previous Call	
Format Change				Make a Note		Go To Call	
Duplicate				Close Call		Notification	
Select Action: Next Call// F Format Change							

## List Screen

The List Screen is useful for finding and reviewing calls. You can change your list of calls by selecting another list or by adding to or removing from the list. You can select calls for more detailed review or editing. The List Screen is displayed by using the List Calls or Query Calls options. This screen is also used when processing a menu alert, allowing you to take immediate actions on calls that you've been notified about.

<b>Log New Call</b>	Enter a new NOIS call.
<b>Edit Calls ...</b>	Select calls from the list and edit those calls in the Edit Screen.
<b>View Calls ...</b>	Select calls from the list, select a format and review those calls in the View Screen.
<b>Batch Edit</b>	Make a note or close multiple calls while only entering the information once. Enter the information, select calls from the list, go through the calls and apply the change.
<b>Query</b>	Add, remove and select from the list using query statements.
<b>Select</b>	Select calls from the list that will remain on the list. You can select individual calls, select other lists (the calls on your list that are on the selected lists will remain), or use a query statement to determine what calls on the list meet the criteria. Calls not meeting the criteria are removed from the list.
<b>Add</b>	Add calls onto your list by selecting individual calls, calls on other lists, or using a query statement.
<b>Remove</b>	Remove individual calls, calls on other lists, or those meeting query criteria.
<b>Change List</b>	Switches to another list.
<b>Order (Sort)</b>	Sorts the display when you enter specific fields.
<b>File (Save)</b>	Save the list of calls (or selected calls) to a "storage-only" type of list.
<b>Notification</b>	Select calls from the list to notify others, schedule notifications, find notifications, or remove notifications you've scheduled.



## List Screen

Diagram illustrating the List Screen interface and its components:

- List Calls Option**: Points to the "List Calls" header in the screen.
- Query Calls Option**: Points to the "Query" action in the bottom menu.
- Menu Alert**: Points to the "Enter ?? for more actions" prompt.
- The list name will be displayed as (MODIFIED) when the calls on the list have been temporarily added or removed.**: Points to the "List: ISC-SLC, SUPPORT OPEN" header.
- If you edit your user defaults, the list display can include status, module, user, and/or priority.**: Points to the "Status Mod User" columns in the call list.
- Note: Actions do not have abbreviations for selection. Generally the first letter is unique. Hidden actions do use abbreviations.**: Points to the bottom menu actions.

**View Screen** and **Edit Screen** arrows point to the "View Calls ..." and "Edit Calls ..." actions respectively.

NOIS Calls						Mar 21, 1994 12:39:57	Page: 1 of 2
List: ISC-SLC, SUPPORT OPEN						# of calls: 18	
#	Call ID	Status	Mod	User	Call Subject		
1	GRJ-0294-50051	O	XM	NCG	MAIL		
2	CHY-0294-50076	O	ENG	MRP	INTERMEC 8646 PRINTER		
3	MCM-0294-50106	O	IDCU	MRP	Hing Problem After Upgrade		
4	TAC-0294-50207	O	IFCP	NCG	user changed sort template		
5	FHM-0294-50322	O	PHAR	MRP	BARCODE ON & OFF FIELDS		
6	SLC-0294-50361	O	ENG	NCG	closing work orders		
7	SLC-0294-50419	O	KRN	NCG	adding new user to system		
8	FTL-0294-50427	O	RAD	NCG	distribution queue not working		
9	ALB-0294-50441	O	SYSM	JLR	REQUEST FOR ADDITIONAL DISK DRIVES		
10	ISL-0394-50005	O	NOIS	BA	TESTING ENTRY		
11	SPO-0394-50044	O	PHAR	MB	DUE QUESTIONNAIRE AND ACTION PROFILES		
12	SHE-0394-50057	O	MH	MH	SITE CAN'T READ GLOBAL TAPE		
13	SPO-0394-50082	O	SURG	BA	DEATHS ON QUARTERLY COUNTING ALL CASES		
14	BOI-0394-50109	O	MISC	MB	Package Received - Bernstein???		
15	CVA-0394-50121	O	MAS	MC	VARO SF=> OAKLAND		
+ Enter ?? for more actions							
Log New Call				Query	Change List		
Edit Calls ...				Select	Order (Sort)		
View Calls ...				Add	File (Save)		
Batch Edit				Remove	Notification		
Select Action: Next Screen// V View Calls ...							

## ***View Screen***

The View Screen is useful for reviewing calls. Multiple calls can be displayed in a variety of formats. You can select calls for editing. The View Screen is displayed by using the View Calls or Reports options. This screen is also accessed from the List Screen.

<b>Log New Call</b>	Enter a new NOIS call.
<b>Format Change.</b>	Select a format of Brief, Detailed, Custom, Fields, Format, Template, Statistic, or Extract. Brief is a one screen summary. Detailed has all information for the call. Custom is a special routine used to display data. Fields, allow you to specify what items you want displayed. A format is a defined set of fields. VA FileMan templates can also be selected. Statistics show counts of field values. Extract is used to capture data to a spreadsheet.
<b>Edit Calls ...</b>	Select calls from your already selected review calls and edit those calls in the Edit Screen.
<b>Batch Edit</b>	Make a note or close multiple calls while only entering the information once. Enter the information, select calls from the list, go through the calls and apply the change.
<b>Go To Call</b>	Goes to the beginning of the display for the selected call.
<b>Notification</b>	Select calls from the list to notify others, schedule notifications, or remove notifications you've scheduled.

## View Screen

View Calls Option

Reports Option

List Screen

Multiple calls were selected from the List Screen.

The display of all calls is available in the display text. You can search for specific text for all of these calls by using the Search Text action.

NOIS Calls - View		Mar 21, 1994 12:41:27		Page: 1 of 5	
List: ISC-SLC, SUPPORT OPEN				# of calls: 5	
Calls (2,6,12-14)				Brief Format	
2	CHY-0294-50076	O	ENG	MRP	INTERMEC 8646 PRINTER
Basic Information:					
Module: ENGINEERING/6.5			Status (Sup): OPEN		
Site: CHEYENNE, WY			Status (Dev):		
Specialist: PALMER,MIKE			Priority: ROUTINE		
Date Opened: FEB 3, 1994			Date Closed:		
Description: (partial entry)					
They are having problems with intermec 8646 printer. It works fine set up using a terminal as an interface, but will not work from DHCP. I had him double check the interface (set to computer or host), set to 7E1, port set to Input/Output, 8 bit disabled.					
Notes: (partial entry)					
(1) Feb 10, 1994@08:37:51 PALMER,MIKE Hours: 1					
I went over with them the problems I encountered when I set up ours. I also forwarded them a message from forward that appeared to have					
Resolution: (no entry)					
=====					
+ Enter ?? for more actions					
Log New Call		Edit Calls ...		Go To Call	
Format Change		Batch Edit		Notification	
Select Action: Next Screen/ E Edit Calls ...					

Edit Screen

## ***Edit Screen***

The Edit Screen is useful for reviewing and editing calls. Multiple calls can be selected to be edited but only one is displayed at a time. The Edit Screen is displayed by using the Edit Calls or Close Calls options. This screen is also accessed from the List Screen.

<b>Log New Call</b>	Enter a new NOIS call.
<b>Other Information</b>	Displays information about the call itself. This information includes: dates when last edited, status history, audit history, notifications, what other lists this call is on (the owners of these lists would be other specialists interested in this type of call).
<b>Format Change</b>	Select a format of Brief, Detailed, Custom, Fields, Format, Template, Statistic, or Extract. Brief is a one screen summary. Detailed has all information for the call. Fields, allows specifying what items you want displayed. A format is a defined set of fields. VA FileMan templates can also be selected. Statistics and extract are generally not used, since the display is for a single call.
<b>Duplicate</b>	Copies the current call displayed and prompts for location and date of a new entry. A new call is generated from the information in the old call. Notes are not copied to the new call.
<b>Edit</b>	Allows you to edit a portion of the call. You can select from Basic Information, Description, or All.
<b>Status Change</b>	You can change the status of the call to Open, Closed, Refer to Dev, Vendor, Refer to EP, Refer to VACO, Awaiting Patch, Next Release, Future Release, or Canceled. A valid status selection is dependent on the current status of the call. You may also include a note when making a status change.
<b>Make a Note</b>	This action is used to make a response to the call without editing other portions of the call. It provides a means of having a dialog on the call.
<b>Close a Call</b>	Closes the call by entering a resolution summary and date.
<b>Next Call</b>	Displays the next call from your selection.
<b>Previous Call</b>	Displays the previous call from your selection.
<b>Go To Call</b>	Allows you to select a call (from your previous selection) to display.
<b>Notification</b>	Select calls from the list to notify others, schedule notifications, or remove notifications you've scheduled.

## Edit Screen

Edit Call option  
 Close Call option  
 List Screen  
 View Screen

Although there were multiple selections made, only one call is edited at a time.

NOIS Edit Multiple Calls		Mar 21, 1994 12:41:41		Page: 1 of 1	
2	CHY-0294-50076	O	MRP	INTERMEC 8646 PRINTER	
Call 2 of (2,6,12-14)				Brief Format	
Basic Information:					
Module: ENGINEERING/6.5			Status (Sup): OPEN		
Site: CHEYENNE, WY			Status (Dev):		
Specialist: PALMER,MIKE			Priority: ROUTINE		
Date Opened: FEB 3, 1994			Date Closed:		
Description: (partial entry)					
They are having problems with intermec 8646 printer. It works fine set up using a terminal as an interface, but will not work from DHCP. I had him double check the interface (set to computer or host), set to 7E1, port set to Input/Output, 8 bit disabled.					
Notes: (partial entry)					
(1) Feb 10, 1994@08:37:51 PALMER,MIKE Hours: 1					
I went over with them the problems I encountered when I set up ours. I also forwarded them a message from forward that appeared to have					
Resolution: (no entry)					
Enter ?? for more actions					
Log New Call	Edit	Next Call			
Other Information	Status Change	Previous Call			
Format Change	Make a Note	Go To Call			
Duplicate	Close Call	Notification			
Select Action: Next Call// F Format Change					

Note: A brief format only displays one screen of information. The word processing fields may only display partial information. These fields are displayed by distributing the available lines of text among the three fields (description, notes, and resolution). If there is not enough space to display all of the field's text then '(partial entry)' is displayed. Only the last entry of a note is displayed.

## Hidden Actions

This menu can be accessed from any NOIS screen by entering ??.

The following actions are also available:					
+	Next Screen	RD	Redisplay Screen	?	Help
-	Previous Screen	GO	Go to Page	??	Other Actions
LS	Last Screen	ST	Search Text	???	Help Topics
FS	First Screen	PS	Print Screen	UD	User Defaults
DN	Down a Line	PT	Print Text	DL	Define Lists ...
UP	Up a Line	QT	Quit	EX	Exit to Menu

<b>Next Screen</b>	Scrolls to next screen.
<b>Previous Screen</b>	Scrolls back to previous screen
<b>Last Screen</b>	Displays last screen of the display text.
<b>First Screen</b>	Displays first screen of the display text
<b>Down a Line</b>	Scrolls down one line.
<b>Up a Line</b>	Scrolls up a line.
<b>Re Display Screen</b>	Redisplays the screen.
<b>Search Text</b>	Finds words or phrases that you enter. This is very useful for searching for calls having specific text information.
<b>Print Screen</b>	Displays or prints the screen to a device.
<b>Print Text</b>	Displays or prints the screen to a device. This is useful for capturing the text of the call to a terminal emulator. If you want a complete listing of the call information, you should use a detailed format before using this action.
<b>Quit</b>	Quits the current List Manager screen and returns to the previous screen.
<b>?</b>	Displays a help frame for the current screen.
<b>??</b>	Displays this menu of hidden actions.
<b>???</b>	Displays the help frames for NOIS.
<b>User Defaults</b>	Allows review of a user's defaults. You can edit your own defaults. NOIS Coordinators can edit anyone's defaults.
<b>Define a List</b>	Allows review of how lists are defined. You can create a new list or edit any list that you "own".
<b>Exit</b>	Quits the current List Manager screen and any previous screens. Returns directly to the menu options.

## Anatomy of a NOIS Call

A NOIS call is a reported problem or request for service that is stored as a record of all information concerning the call. Most of this information can be seen using the view and edit screens. Information that concerns the logging of the call (timestamps, when last edited, audits, notifications, etc.) is displayed using the Other Information action on the Edit Screen. Quite a bit of information is displayed when listing calls. Listing a call will always display the Call ID and Subject.

A NOIS call is composed of several fields. Nearly all fields can be used in searches and displays. Some fields are not editable. Three word processing fields are used in data entry: the problem description, notes, and resolution. **Note:** See Appendix for NOIS fields.

Most fields are displayed when viewed in brief or detailed formats and can be used for searching for calls. These fields can be edited, with the exception of Call ID (composed of Location and Date) and Notes (notes are appended with a new note but cannot be edited).

Call ID	Call Subject				
Site	Package	Status	Specialist	Dates	Etc. ....
Description					
Notes					
Resolution					
Timestamps	Last Edited By	Age of Call	ISC	Etc. ....	
Audit History					
Status History					

## Fields

Some NOIS information is entered directly. Some information that is stored in the NOIS call is determined by when it was entered, who is entering it, and what is entered.

Timestamps and edit histories are automatic. Some fields such as the Developing Office, or Package are dependent on what gets entered in other fields (the Module/Version determines these entries). Some fields are for internal use only (ex. First Line of Last Note, Previous Status). Some fields cannot be searched (ex. Audit History). Some fields can be entered but not edited (ex. Site, Notes).

Field #	Field	Enter	Edit	Search	NOIS Field Name
.01	REFERENCE NUMBER			X	CALL REFERENCE NUMBER
1	SUBJECT	X	X	X	SUBJECT
2	REPORTING SITE	X		X	SITE
2.1	PRIMARY SITE CONTACT	X	X	X	SITE CONTACT
2.2	PHONE NUMBER	X	X	X	SITE PHONE
2.3	SUPPORTING ISC			X	SUPPORTING ISC
2.4	DEVELOPING ISC			X	DEVELOPING ISC
2.5	VERIFICATION ISC			X	VERIFICATION ISC
2.55	SPECIALIST ISC			X	SPECIALIST ISC
2.6	REOPENED			X	REOPEN DATE
2.7	LOCATION TYPE			X	SITE TYPE
3	MODULE/VERSION	X	X	X	MODULE/VERSION
3.1	PACKAGE			X	PACKAGE
3.2	DEV SUBCOMPONENT	X	X	X	SUBCOMPONENT
3.3	PACKAGE GROUP			X	PACKAGE GROUP
4	STATUS			X	STATUS (SUPPORT)
4.1	DEV STATUS			X	STATUS (DEV)
4.2	AGE OF CALL			X	DAYS SINCE REPORTED
4.3	AGE SINCE LAST EDIT			X	DAYS SINCE LAST EDIT
4.4	AGE SINCE LAST STATUS			X	DAYS SINCE LAST STATUS
4.5	CURRENT STATUS	X	X		
4.6	PREVIOUS STATUS				
5	PRIMARY SPECIALIST	X	X	X	SPECIALIST
6	PRIORITY	X	X	X	PRIORITY
7	PATCH	X	X	X	PATCH
8	FUNCTIONAL AREA	X	X	X	FUNCTIONAL AREA
9	PERFORMED TASK	X	X	X	TASK
10	DATE CALL RECEIVED	X		X	DATE RECEIVED
20	HOURS			X	HOURS, TOTAL
30	SUPPORT REQUEST DESCRIPTION	X	X	X	REQUEST DESCRIPTION
50	NOTES	X		X	NOTES
51	FIRST LINE OF LAST NOTE				
52	NOTE RESPONSE NUMBER				
80	RESOLUTION SUMMARY	X		X	RESOLUTION SUMMARY
81	CLOSING PERSON	X		X	CLOSING PERSON
82	DATE CALL CLOSED	X		X	DATE CLOSED
83	HOURS ON RESOLUTION	X		X	HOURS ON RESOLUTION
100	AUDIT HISTORY				
110	STATUS HISTORY				
120	RECEIPT TIMESTAMP			X	RECEIPT DATE/TIME
121	STATUS CHANGE TIMESTAMP			X	STATUS CHANGE DATE/TIME
122	CLOSE TIMESTAMP			X	CLOSE DATE/TIME
123	EDITED TIMESTAMP			X	EDIT DATE/TIME
124	LAST EDITED BY			X	EDITED BY



## Call ID

The Call ID or reference number is used to uniquely identify the call. It is composed of the location, date reported, office (the support office for the site), and a log sequence number.

The Call ID is useful because it gives a lot of information about the call and makes lookup of the call easier. The last five numbers of the call can be used to look up the call.

SSS-MMYI-INNNN

Where:

SSS = location abbreviation

MMYY = month and year the problem was reported

I = office for support of the site (office number)

NNNN = a sequence number of all NOIS calls for the month reported

Examples:

SEA-1293-50016

A call from Seattle (supported by SLC CIOFO) was reported as the 16th call nationally during December 1993.

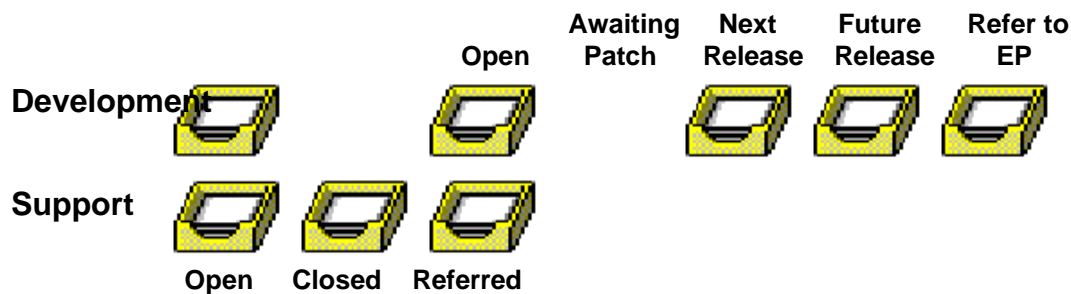
WRJ-0194-10322

A call from White River Junction (supported by Albany CIOFO) was reported as the 322nd call nationally during January 1994.

Occasionally a call is logged on a site that does not have an abbreviation or an office in the NOIS Location file. If no abbreviation exists, “ZZZ” is used. If no office is defined, “N” is used. Examples: ZZZ-0394-40382, ALB-1293-N0012, or ZZZ-0494-N0123.

## ***Status of a NOIS Call***

Every NOIS call has a status. Two types of status are stored – a support status and a referral status. Separate statuses allow you to track the call from either viewpoint. From the viewpoint of support, a call is referred to development when the solution requires a software change. A call that is referred may have a different type of referral status, but to the support person it is simply referred. Likewise, a developer would generally not track calls that do not require assistance, but would focus on problems requiring patches and revisions.



When a call is first logged it always starts with a support status of Open. Even if a call is logged and closed, the call is first stored as an open call and then stored again as a closed call – this is a very important consideration for defining notifications. A call must be referred in order for any referral status to be assigned. A referred call will first set a referral status of Open. The call can then be assigned a referral status, be closed, or be reassigned a support Open status. In fact any status that can be assigned depends on the current status of the call. If a call's status is Referred and is closed, the support status is Closed. A call can also be Canceled. A Canceled call is eventually deleted from the system.

Although there are two types of status, there is a current status for the call. This status is viewed on list displays by a single letter initial. When entering a new status, you only enter one status – the support and development statuses are stored appropriately for that entry. The development and support statuses are displayed in formatted displays of NOIS calls and each status can be used for searches.

### Available Status Changes

Initial	Status	Sup	Dev	Available Status Change										
<b>O</b>	<b>Open</b>	O	""		V	X	C	D						
<b>V</b>	<b>Vendor</b>	V	""	O			C	D						
<b>X</b>	<b>Canceled</b>	X	""	O										
<b>C</b>	<b>Closed</b>	C	""	O		X								
<b>D</b>	<b>Refer to Dev</b>	D	O	O		X	C		P	N	F	E	W	
<b>P</b>	<b>Awaiting Patch</b>	D	P	O		X	C	D		N	F	E	W	
<b>N</b>	<b>Next Release</b>	D	N	O		X	C	D	P		F	E	W	
<b>F</b>	<b>Future Release</b>	D	F	O		X	C	D	P	N		E	W	
<b>E</b>	<b>Refer to EP</b>	D	E	O		X	C	D	P	N	F		W	
<b>W</b>	<b>Refer to VACO</b>	D	W	O			C	D	P	N	F	E		

## Audits, Edits, and Timestamps

After a call has been logged, any additional edits are captured in the call's audit history word processing field. This includes reedits that change the value of previously entered information. It also includes any new information added to the call. The date/time changes are kept in the audit history.

When entering a NOIS call, the date the problem was reported has to be entered (it's used to create the Call ID). When closing a call, the date the problem was resolved is entered. Several other date/times are automatically captured when editing a call. The date/time the call was first entered, the last time edited, and when statuses are changed. All status changes are kept in a status history file. Names of users making status changes are also stored. The name of the last user to edit is also stored.

Information on these events can be reviewed using the Other Information action on the Edit screen.

Select OPTION: Select Action: Edit// O Other Information

SEA-0294-50280 Progress Notes/Cosignatures

It's been 39 days since this call was first entered.

This call was last edited on Feb 15, 1994@07:34 (39 days ago) by BOGGESS,MIKE.

The last status change was 39 days ago.

The number of days from reported until closed was 1 days.

Status History:

- Changed to OPEN on Feb 15, 1994@07:26:55 by BOGGESS,MIKE.
- Changed from OPEN to CLOSED on Feb 15, 1994@07:30:59 by BOGGESS,MIKE.
- Changed from CLOSED to OPEN on Feb 15, 1994@07:32:28 by BOGGESS,MIKE.
- Changed from OPEN to CLOSED on Feb 15, 1994@07:34:35 by BOGGESS,MIKE.

Notifications on this call:

This call is found on the following lists:

Audit History:

- \*\*\* Feb 15, 1994@07:28:03 BOGGESS,MIKE
- MODULE/VERSION: changed from to OERR/2.5
- \*\*\* Feb 15, 1994@07:32:50 BOGGESS,MIKE
- MODULE/VERSION: changed from OERR/2.5 to PROGRESS NOTES

Press RETURN to continue or '^' to exit:

The edit information shows the last entries and status changes.

A status history is recorded whenever the status is changed.

An audit history contains any changes to the call after it was initially logged.

# Lists

A list is simply a name given to define a collection of NOIS calls. You can review calls from any NOIS list. That's right, ANY list! You cannot change the definition of others' lists or store calls on their lists, but you can use them for reviewing calls. You can define your own custom lists. You will find that as you use lists that it's easy to find calls of interested without having to define criteria or store calls. Usually one or two personal lists will do, one to define notification, and possibly one to store special calls.

## List Types

<b>Temporary</b>	When you use Query Calls or receive notifications, notice that the title of the list is "Temporary List." This list is not defined, nor are calls stored on this list. When you leave this list the calls are not saved. Whenever you use a list and change the calls on the list, the list name is appended with (MODIFIED). This means that the calls on the list are not necessarily the calls that are stored on the list.
<b>Indexed</b>	Indexed lists are part of the NOIS software. You can't create them or delete them. Calls are not stored with these lists. The list simply uses a cross reference in the NOIS Call file to access these calls. They are fast to access and automatically maintained. Some lists require that you enter a value. Note: These list names end with a colon. For example, Site: would require entering the site.
<b>Active-Update</b>	NOIS Specialists can define a list for specific criteria. An active-update list uses a query as the definition of what calls should be on the list. The query is the same syntax as when searching for calls. These lists are updated whenever someone edits a call (fortunately all this updating is going on in the background). Notification can also be used with these lists. Notification using lists requires that the lists be owned. The convention for these lists is LASTNAME-SUPPORT or LASTNAME-DEV
<b>Manual-Update</b>	These lists are similar to Active-Update lists. They are defined by a query. They do not update automatically like Active-Update lists and cannot be used for notification. Calls are searched for at the time the list is selected. They are useful for reports and for reviewing specific types of calls.
<b>Storage-Only</b>	These lists simply hold calls. Calls must be added manually to these lists, and manually deleted. They are like mail baskets - you have to maintain them. These lists can be "owned" or be public. Any specialist can create a storage-only list. The convention for these lists is TEMP-LASTNAME

## Ownership

Storage-only, active-update, and manual-update lists are either public or owned. An owned list means it has a defined owner. Only the owner can store to that list (for storage-only list) or change the definition of the list. Anyone can use a list. A public list means that anyone can store and change the list. A NOIS Coordinator can store or change the definition of any list with the exception of indexed lists. Indexed lists require VA FileMan access to edit and must be set up with valid cross references.

## Restricting Calls on a List

Sometimes only a portion of a list is needed. For instance, you are interested in a problem that has recently occurred in the Lab package. The problem may or not have already been solved, so simply looking at Lab's open or referred calls will not do. You are stuck looking up all calls for Lab (using the PACKAGE: list and entering LAB). This list is very large and will include many old calls that you're not interested in. To help in this situation you can restrict the list to a date range or to the last 'n' number of calls. To do this, when entering the list name, enter *R.listname*. The list will then prompt for a date range or last number of calls. Your list will then just include those calls. So, you could just find the last 100 Lab calls or the Lab calls from the last month.

You can restrict ANY list! This is useful for finding recent calls, finding calls within a date range, monthly reports. For example, you want to know all calls for today. Restrict the list ALL CALLS and enter the date range from today to today.

Lists can be made to prompt for a restriction, so that the list will always prompt (the list ALL CALLS would be set up this way), or prompt when the number of calls exceed a certain limit. This limit is defined in the NOIS List Definition file.

## Commonly Used Lists

Indexed lists are available to all users. These lists can be remembered by using the abbreviation PIMS (actually PPIMSSSSS would be more accurate). The initials stand for Package, Package Group, ISC, Module/Version#, Site, Site Type, Status, Specialist, and Subcomponent. These are fields that are commonly used to categorize NOIS calls.

Lists commonly used by different users:

### Support Specialist

SPECIALIST, SUPPORT OPEN:  
PACKAGE, SUPPORT OPEN:  
PACKAGE GROUP, OPEN:  
ISC-(ISC name), SPEC OPEN  
SITE, OPEN:

PACKAGE:  
PACKAGE, REFER TO DEV:  
ISC, SPEC OPEN:  
SITE, NOT CLOSED:

### Developer

PACKAGE, DEV OPEN:  
PACKAGE:  
ISC-(ISC name) DEV OPEN  
SUBCOMPONENT, DEV:

PACKAGE, REFER TO DEV:  
ISC, DEV OPEN:  
SUBCOMPONENT, DEV OPEN:  
SUBCOMPONENT, REFER TO DEV:

### Support Manager

ISC-(ISC name), SPEC OPEN  
PACKAGE GROUP, OPEN:

ISC-(ISC name) SUPPORT OPEN  
SITE, SUPPORT OPEN:

### Development Manager

ISC-(ISC name), DEV OPEN  
PACKAGE, DEV OPEN:

ISC-(ISC name), DEV REFERRED  
PACKAGE, REFER TO DEV:

### IRM, Application Coordinators, Application Users

SITE, NOT CLOSED:  
PACKAGE:

SITE:

### Expert Panels

PACKAGE, REFER TO EP:  
PACKAGE:

PACKAGE, REFER TO DEV:

List	Description
ALL CALLS	every single call
EMPTY	no calls (this list is the same as removing all calls)
PACKAGE, DEV OPEN:	calls having a dev status of open for a package
PACKAGE, REFER TO DEV:	calls currently referred to dev for a package
PACKAGE, REFER TO EP:	calls currently referred to an EP for a package
PACKAGE, SUPPORT OPEN:	all open calls for support on a package
PACKAGE:	all calls on a package
PACKAGE GROUP, OPEN:	calls having a open support status for a package group
PACKAGE GROUP, REFER:	calls referred to dev for a package group
PACKAGE GROUP:	all calls in a package group
ISC, DEV OPEN:	calls having a dev status of open for a dev ISC
ISC, DEV REFERRED:	calls having a support status of ref to dev for a dev ISC
ISC, DEV:	calls for all packages developed by a dev ISC
ISC, SPEC OPEN:	calls with open support status for specialists at ISC
ISC, SPEC REFER TO DEV:	calls with a refer to dev status for specialists at ISC
ISC, SPEC:	all calls for a specialist ISC
ISC, SUPPORT OPEN:	calls with a open support status for a support ISC
ISC, SUPPORT REFER TO DEV:	calls with a refer to dev status from a support ISC
ISC, SUPPORT:	all calls for a support ISC
ISC-ALBANY, DEV	these are created for each ISC
ISC-ALBANY, DEV OPEN	""
ISC-ALBANY, DEV REFERRED	""
ISC-ALBANY, SPEC	
ISC-ALBANY, SPEC OPEN	
ISC-ALBANY, SPEC REF TO DEV	
ISC-ALBANY, SUP REFER TO DEV	""
ISC-ALBANY, SUPPORT	""
ISC-ALBANY, SUPPORT OPEN	""
MODULE/#, DEV OPEN:	calls having a dev status of open for a module/version #
MODULE/#, REFER TO DEV:	calls currently referred to dev for a module/version #
MODULE/#, SUPPORT OPEN:	all open calls for support on a module/version #
MODULE/#:	all calls for a module/version #
SITE, NOT CLOSED:	calls that have not been closed for a site
SITE, SUPPORT OPEN:	all open calls for support at a site
SITE:	all calls for a site
SITE TYPE, OPEN:	calls open for support for a site type
SITE TYPE:	all calls for a site type
SPECIALIST (CLOSING PERSON):	call that were closed by a specialist
SPECIALIST, REFER TO DEV:	calls a specialist has referred to def
SPECIALIST, SUPPORT OPEN:	open support calls for a specialist
SPECIALIST:	all calls for a specialist
STATUS (DEV):	all calls for a dev status
STATUS (SUPPORT):	calls for a support status
SUBCOMPONENT, DEV OPEN:	open development calls for a subcomponent
SUBCOMPONENT, DEV:	calls for a subocmponent
SUBCOMPONENT, REFER TO DEV:	calls referred to dev for a subcomponent



# ***Notification***

Notification allows you to send messages and NOIS information to yourself or to others. Notification can be sent by mail message or menu alerts. The notification action appears on the List, Edit, and View Screens. You can send notification, schedule notification to be sent to you, and remove scheduled calls from notifying. You cannot schedule notification to others. Sites can have notification scheduled to be sent to them. Any user can manually send notifications.

## **Mail and Menu Alerts**

Notifying using mail allows you to send a message and/or load the list into the message. You can thus send several calls in the same mail message with whatever format you've composed on the display (lists, custom formats, statistics, etc.). You can also edit this message before sending it. Mail uses an E-mail address that can be a remote domain, so that you can have messages sent to you locally. NOIS should be used for documenting a dialog on a problem instead of multiple discussions on mail.

Notifying with menu alerts allows you to send a simple message to someone that will show up as an alert whenever the recipient is on the system. You can optionally include any calls on your current list. This allows the recipient to process the calls and immediately take some action (read, edit, close, call the site back, etc.). Lists of calls with alerts will also include a short message with the reason of the notification. Alerts are removed from your alert review once read. Alerts from others are alerted and processed individually. Alerts from your scheduled notifications are processed as the same alert.

## **Notifying Others**

You can notify others by mail or using menu alerts. Both methods allow you to send to multiple recipients including mail groups. Use the Notification action on the List, Edit, or View Screens. Since you can include the list in a mail message, format the screen however you want it before using notification (detailed format, etc.). You can add a short message to the notification. This shows up when displaying an alert or within the mail message. Notifying others is a one-shot operation; it does not mean that any future changes to the call will automatically notify the recipients again.

## **Manually Select Calls to Notify Yourself**

You can manually select calls and be notified whenever the calls are edited or when the call's status is changed. Use the Notification action on the List, Edit, or View Screens. Any time someone else (not yourself) edits or changes the status, you will be notified. This is useful for when you see a specific call that you normally would be notified on but

want to be kept up to date on. You can be notified by mail or alert. Mail uses email address in the NOIS Specialist file.

## **Automatic Notification**

### *Using a list for automatic notification*

You can automatically be notified when any calls are edited, change status, or added to a list. To do this you use a list. Notification only notifies the owner of the list, so multiple people cannot be notified from the same list. Since the list is defined with a query, any criteria can be used for your notification. You can specify the notification method - mail or alert, and notification event (edit, status change, or added). Mail uses the E-mail address in the NOIS Specialist file

If the notification event is Edit or Status Change then whenever a call is updated to your list the call is tagged for notification. This means that the call will always be checked whether or not to send notification whenever the call is edited. For example, you have a list defined for open lab calls that has notification by alert when edited. If someone logs a call for lab, you will be alerted. Someone changes the status of the call to referred to development – you are again alerted. Someone closes the call - you are again alerted. Someone reopens the call - you are alerted again. In other words, regardless of whether or not the call is still on your list, you will be notified. The call is tagged for life or until you remove notification on that call.

If the notification event is Added to List then notification only happens when the call is added to the list and never happens again (unless it's removed from the list and added back). So if the previous example's notification was Added to List, then you would be alerted when the call was first logged and when it was reopened.

### *Using user defaults for automatic notification*

Another way to be automatically notified is to use the UD (User Defaults) action and edit the fields Notify Method and Notify Event. These fields work the same as those used in defining a list except that they do not use a list. Only the calls that you are the specialist on become tagged for notification. Therefore you are only notified when someone else edits your calls. You can use this type of notification and use notifications with lists.

## **Finding Notifications**

If you want to know which calls have been tagged for notification. You can use the Notification action on the List Screen and use Find Notification, enter yourself (you could also enter someone else to look at there notified calls), and select either to find those calls on the current list that have notification or find all calls with notification. The

list will be changed to include only those calls. This is very useful if you want to find calls to remove from notification.

Another way of finding notification is by using the Other Information action on the Edit Screen. This shows all notifications for a given call.

### **Removing Notification**

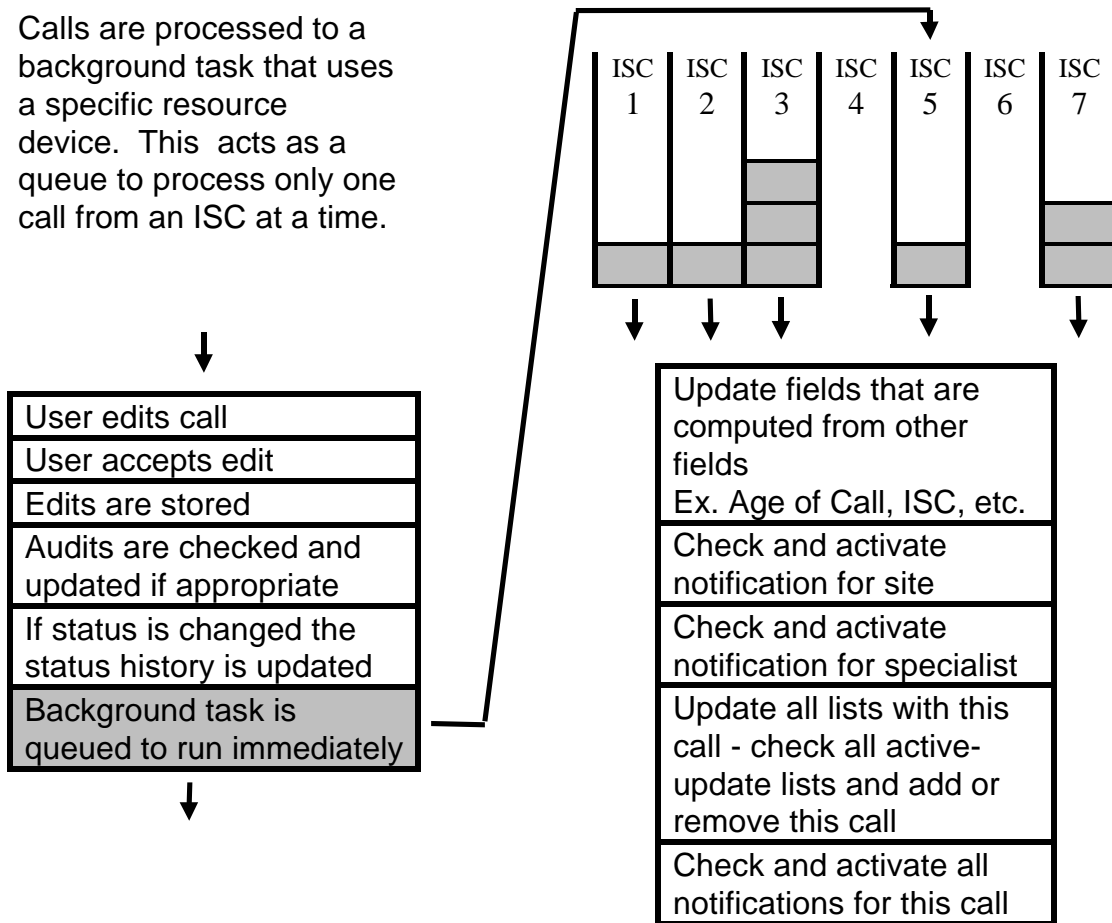
You may get carried away with notifying yourself or just have some reoccurring notification on calls that you're really not interested in. You can turn off notification using the Notification action on the List, Edit, and View Screens. You select those calls on your current list that you wish to turn off notification. If you get particular types of calls that you're not interested in, change your list definition.

### **Site Notification**

Sites (or services when NOIS is used locally) can schedule notification by having the NOIS Location file edited. NOIS Coordinators can edit this file as well as the site contact person for the location (the person entered in the Site Contact field). A method is entered - mail or alert. If an alert is entered, the user in the Site Contact field is sent menu alerts. If mail is used, it is sent to the entry in the site's E-mail field. If that field is not filled in, mail is sent locally to the site contact person. An event is also entered - edit, status change, or closed. For example, the site contact person could be alerted whenever a call from their site is closed.

## Background NOIS

Entering or editing a NOIS call will task a background job to completely process the call. There is also a scheduled task that runs every night to update calls.



When you log or edit a NOIS call, it seems like you just enter the information, approve it, and that's it. Actually a lot is happening behind the scenes. The data is stored, checked for audits and status changes, updated if necessary, and a task is fired off to Task Manager. After the task is sent you go about your business.

Meanwhile, the task that was started is beginning to go to work. The task is routed to a special resource device. It goes to the resource unique to the site (usually a resource is set up for every office). The resource acts as a queue where the call must go through to be processed. This prevents having a subsequent edit on the same call being processed

out of sequence. When the call is processed it updates fields (office, Age, Package, etc.), updates lists, and sends any appropriate notification.

OK, this sounds like technical information - why is this mentioned in a user's guide? It's important because this process is in the background and there is a lag time where you might notice some inconsistencies. Note: This generally happens immediately after entering a call (the background process should take no longer than a minute or two).

Here's some possible confusion:

Reviewing Other Information	The Other Information action on the Edit Screen displays information that is stored from the background process. You may see errors in the age since the last edit on a call, because the edit date is correct but the computed Age field has not yet been updated.
Reviewing Lists	Lists are defined by the entries for the call. Therefore, you may close a call, and if your list excludes closed calls, and you change to that list immediately after entry, the closed call may still be on your list.
Searching for Calls	Searching for calls using fields that have not yet been updated (Age, office, etc.) will result in finding calls for what is currently stored.

So why are these problems not fixed by having it process everything while the user enters the data? Because it would take you longer to get back to business.

## **Nightly Update**

Every night a background job runs to update all calls. Each call is updated for the following fields: Age Of Call, Age Since Last Status Change, Age Since Last Edit, Support office, Development office, Package

The only notifications that can occur from this update are those with notification events of Added to List. These changes to the field's values do not count as edits and there are no audits.

Note: If a package is changed to another Dev office, then this program changes all calls to that office. Likewise, if a site is supported by a different office.

## NOIS Users

There are no security keys used in the NOIS software. NOIS is designed to be a very accessible application.

### User Types

User Type	Characteristics	Capabilities
Non-NOIS User	Underprivileged	Users that do not have access to NOIS can receive E-mail or alerts from a NOIS user. Processing an alert allows this user to use NOIS until they leave the option.
NOIS User	Curious	This user can use any NOIS option but is restricted from editing data, except that they can make a note on a NOIS call.
NOIS Specialist	Privileged	The specialist is someone who is entered in the NOIS Specialist file. A specialist can enter, edit, or close any NOIS call. There are no different privileges between support and development specialist. A specialist can edit their own list definitions, notifications, and defaults.
NOIS Coordinator	Dangerous	The coordinator is a NOIS Specialist who has the field, NOIS Coordinator, in the NOIS User Defaults file set to YES. A coordinator can edit NOIS files (add new packages, specialists, etc.). They can edit the NOIS Coordinator. They can also edit other's list definitions, notifications, and defaults.
Full VA FileMan Access	Privileged and Dangerous	Occasionally there needs to be maintenance on files that are not available using File Setup.
Programmer Access	Armed and Dangerous	Occasionally there are fixes (locktable, broken pointers, etc.) that require programmer access to maintain. This access is also needed to install the package.

## ***Local Use at Sites***

NOIS can be used by sites within a medical center. Problems that would require help from an office could be put into a mail message and sent to the appropriate person at the office. There is no automatic rollup of a NOIS call to another NOIS installation.

1. The Location file would be entered with services (site names would not need to be deleted).
2. The NOIS Parameter file would be set for local use.
3. The NOIS Office file could be filled in with names of specialties within IRMS.
4. The fields for Office and Location in the NOIS Field file would have appropriate text names for specialty and service.
5. List names in the NOIS List Definition file would be changed from Site to Service.

# Entry/Editing

Logging calls is the main activity in using NOIS. The problem is entered and the solution, if available, is entered, along with whatever other information needed to document the call.

Any NOIS Specialist has access to edit any NOIS call. Anyone editing a call is documented as making an entry.

## *Logging a Call*

A new call can be entered from the option, Log New Call, or any of the NOIS screens. A call must have a minimum of the location reporting the problem and the date reported (this makes up the Call ID). If a call is entered by a help desk with only minimal information, the call can be reedited to fill in the remaining information.

A new call will prompt for the following information:

<b><u>Field</u></b>	<b><u>Description</u></b>
Site	A NOIS Location
Date the problem was reported	If the call is logged on a different day than today, you can backdate this entry.
Module/Version #	A NOIS Module/Version
Subject	Free-text, up to 60 characters, can include up-arrows.
Description	Word processing describing the request
Primary Site Contact	A user defined on the system (this is not free-text)
Phone Number	Free-text
Priority	A NOIS Priority
Specialist	A NOIS Specialist
Patch	Free-text (only prompted if set up in user's defaults)

At this point you can go on to close the call, refer it to development, make a note, or leave it open.

Note: You can provide your own defaults to having this information prompted or stuffed when making an entry. Also, when logging a new call from a NOIS screen, the call is added to the list – that is the list becomes a “(MODIFIED)” list – the call is not stored on the list.



## ***Status Changes***

Changing a status to Refer to Dev changes the support status to Refer to Dev and the development status to Open. The status can now be changed to Refer to EP, Next Release, Future Release, and Awaiting Patch. The support status stays at Refer to Dev while any of these statuses are chosen. This permits support to view the call as being dependent on some activity by the developers of the software. A status can be referred back to support by changing the status to Open.

The Status Change action on the Edit Screen changes the status of the call. The status is also changed when logging a new call; first to Open, and then there is an opportunity to close the call or refer it to development.

Closing a call requires entering specific information. Also when making a status change, you have an opportunity to enter a note.

When changing a status, only one status selection is made. This status updates the support and development status. The current status determines what the status can be changed to. Status changes are recorded in a status history of the call. A status change is also an indicator that may trigger notification.

## ***Make a Note***

Notes can be made to add comments concerning the progress of the call. Notes do not change the status of the call. A note does change the last time the call was edited (of interest when specifying notification). Notes are appended to an ongoing word processing field that contains all notes. Once a note has been entered it cannot be reedited. This is somewhat like replying to a mail message - once sent, you can't change it. You can make additional notes to explain any needed corrections. All notes are viewed on a detailed display. The brief format only displays the last note and even this text may be restricted due to available space in the display.

A note will prompt for hours that can be applied to the call (this is an optional entry). When the entry is made you can accept it or reedit. You can enter an up-arrow to exit without saving the note.

Notes can be made by any user. Notes can be made when using Make a Note, changing status, closing a call, or when making a new call.

## ***Closing a Call***

A call can be closed from the option, Close Call, or from the Edit Screen. A status change to close will require closing the call.

The following fields must be entered to close the call:

<b><u>Field</u></b>	<b><u>Description</u></b>
Resolution Summary	Word processing description of resolution.
Hours on Resolution	Number of hours spent on resolution.
Date Closed	Date problem was resolved.
Functional Area	Select NOIS Functional Area (support, development).
Task	Select NOIS Task that was performed (problem resolution).

You can then accept these edits to close the call, reedit the information, or enter an up-arrow to exit without closing the call.

Note: You can provide your own defaults to having this information prompted or stuffed.

Once a call is closed it cannot be edited. A closed call can be reopened by changing the status to open.

# Reviewing

By using the List Screen you can find the calls you are interested in, either by selecting a specific list or changing the list to include other calls. Reviewing the list itself tells quite a bit about the calls. Calls can be displayed from the List Screen using either the Edit Calls or View Calls. Both actions allow for calls to be selected from the list. Calls don't have to be displayed in order to be selected. Often you know that the calls being selected are of interest because you have added and removed calls so that you're interested in the entire list. You may also scroll through the list jotting down calls of interest. The calls are selected by the number in the list. The list number identifies the call when viewing and editing.

The Edit Screen allows only one call at a time to be displayed. You can change the format of the display and that format will be used on any subsequent displays. You can sequence through the calls, back up to the previous call or go to any call you have selected.

The View Screen allows multiple calls, selected from list, to be in the same display. The calls always begin with the line from the list and are separated by a dashed line. The calls can be edited by selecting calls again. After editing you'll return to the view screen. It is sometimes easier to review calls for specific information and then edit only those calls.

## ***Display Formats***

Display changes can be selected when using the View Calls option, Reports option, View Screen, or Edit Screens. When entering the View Screen from the List Screen, you are prompted with a format selection.

<b>Display Format</b>	<b>Description</b>
Brief	Designed for a single screen. Displays the most common information on a call. Only the last note entry is displayed. Description, Notes, and Summary only display partial entries when there is not enough room on the screen.
Custom	A special routine is used to display a hard coded report.
Detailed	Displays all information about the call except information such as edits, audits, timestamps. This format is good for searching for text using the PST action or for viewing all text.
Extract Fields	Used to download data into tables or spreadsheets. From your list of calls use View Calls for the calls you want to capture. You can now enter any fields that will be the headings for the columns of the table. When you have finished entering the fields, you will be prompted for a delimiter. You can enter any character. If the delimiter appears in the value then the delimiter will be replaced by a space (ex. last name,first name -> last name first name). Dates and times will be displayed in the format (m/d/y hh:mm).
Extract Format	Same as Extract Fields except that you enter a format (a collection of fields) instead of selecting fields.
Fields	The Fields format displays any selected fields except audit, status history, and a few others. Fields are displayed in the order selected. Word processing fields display all text. This format is useful for viewing a profile of information on calls.
Format	Same as Fields except that you select a format instead of fields.
Statistic Fields	The statistic format is useful for a quick glance at type of activity. It is best used when viewing calls. The format shows the percentage of all selected calls for selected fields. The percentage of field values for dates, pointers, and numbers are given, as well as the total and average for number type fields.
Statistic Format	Same as Statistic Fields except that you enter a format instead of fields.
Template (Fileman)	Allows you to view selected calls from a VA FileMan template on the NOIS Call File.

## Brief vs. Detailed Printouts

```

NOIS Calls - View           Mar 28, 1994 17:42:55           Page: 1 of 1
List: ISC-SLC, SUPPORT OPEN (MODIFIED)                     # of calls: 1
-----
1  SPO-0394-50044  O  PHAR  MB  DUE QUESTIONNAIRE AND ACTION PROFILES
  Basic Information:
    Module: PHARM-OUTPT/6.0                               Status (Sup): OPEN
    Site: SPOKANE, WA                                     Status (Dev):
    Specialist: BOGGESS,MIKE                             Priority: ROUTINE
    Date Opened: MAR 2, 1994                             Date Closed:
  Description:
  Site called to report a problem with the DUE Questionnaire printing
  out at the time Action Profiles were being generated. Out of three
  DUE Questionnaire entries that had been created and marked active in the
  'DUE QUESTIONNAIRE' file (50.073), only one would print out.
  Notes: (partial entry)
  (1) Mar 03, 1994@13:01:42 BOGGESS,MIKE Hours: 1.4
  3/3/94...
  After reviewing the package routines and associated files it was
  Resolution: (no entry)
=====

```

```

NOIS Calls - View           Mar 28, 1994 17:43:39           Page: 1 of 1
List: ISC-SLC, SUPPORT OPEN (MODIFIED)                     # of calls: 1
-----
1  SPO-0394-50044  O  PHAR  MB  DUE QUESTIONNAIRE AND ACTION PROFILES
  Basic Information:
    Module: PHARM-OUTPT/6.0                               Status (Sup): OPEN
    Site: SPOKANE, WA                                     Status (Dev):
    Specialist: BOGGESS,MIKE                             Priority: ROUTINE
    Date Opened: MAR 2, 1994                             Date Closed:
  Description:
  Site called to report a problem with the DUE Questionnaire printing
  out at the time Action Profiles were being generated. Out of three
  DUE Questionnaire entries that had been created and marked active in the
  'DUE QUESTIONNAIRE' file (50.073), only one would print out.

  Resolution:

  Notes:
  (1) Mar 03, 1994@13:01:42 BOGGESS,MIKE Hours: 1.4
  3/3/94...

  After reviewing the package routines and associated files it was
  determined that at the time the Action Profile is printed, there
  is a check in the routine PSODACT at tag ENSAVE+4, that checks
  for entries within the 'DIVISION/SITE' multiple of the DUE
  QUESTIONNAIRE file.
  In reviewing the three entries that were in question, the good
  entry had both divisions (Spokane and Mobile Clinic) defined
  while the other two entries were blank.
  A check of the input template 'PSOD DUE BUILD QUESTIONNAIRE',
  that is used to build each entry revealed that the Division
  multiple was not included.
  The site was contacted and through further discussion, it was
  determined that for the entry that was printing okay, the
  site had manually added the division entries through Fileman.
  The remaining two entries had the divisions manually added and
  successfully printed out the questionnaire when the Action
  Profile was generated.
  The Birmingham ISC was contact and advised. They will further
  investigate.
  Misc:
    Func Area:                                           ISC for Site: SALT LAKE
    Task:                                               Close Person:
    Site Contact: CONNORS,MATTIE                       Hrs on Res:
    Site Phone #: 700-442-0216                         Hrs (tot): 1.4
=====

```

## Fields and Format Displays

You can select specific fields to be displayed or select a format (which is a defined set of fields). The displays are similar. The information is displayed in the order that you select the fields.

```
Select Display Format: BRIEF// FIELDS
Select Field: SITE
Select Field: SPECIALIST
Select Field: PACKAGE
Select Field: DESCRIPTION REQUEST DESCRIPTION
Select Field:
```

NOIS Calls - View		Mar 28, 1994 17:45:09	Page: 1 of 1
List: ISC-SLC, SUPPORT OPEN (MODIFIED)		# of calls: 1	
Call 1		Fields Format	
1	SPO-0394-50044 O PHAR MB DUE QUESTIONNAIRE AND ACTION PROFILES		
	Site: SPOKANE, WA		
	Specialist: BOGGESS,MIKE		
	Package: PHARM-OUTPT		
	Description:		
	Site called to report a problem with the DUE Questionnaire printing out at the time Action Profiles were being generated. Out of three DUE Questionnaire entries that had been created and marked active in the 'DUE QUESTIONNAIRE' file (50.073), only one would print out.		
	=====		
Enter ?? for more actions			
Log New Call	Edit Calls ...	Go To Call	
Format Change	Batch Edit	Notification	
Select Action: Quit// QUIT			

```
Select Display Format: BRIEF// FORMAT
Select Format: SAMPLE FORMAT
```

A Format is similar to the Fields Display except that you do not have to select fields. A Format is a defined set of fields.

## Statistic Fields and Format Printout

Statistic displays are especially useful for getting a snapshot of what's going on. Since they are used with any list, profiles for specialists, sites, and packages are simple. You can make selections by entering fields or by entering a format. You can also collate fields under a field to produce a statistic reported that is categorized.

```
Select Display Format: BRIEF// STATISTIC FIELDS
Select Field: SITE
Select Field: SPECIALIST
Select Field: PACKAGE
Select Field:
...
```

```
Select Action: Next Screen// PT PT
DEVICE: HOME// 0:80:99 DECSERVER
```

NOIS Calls - View		Mar 28, 1994 17:48:37	Page: 1 of 1
List: ISC-SLC, SUPPORT OPEN			# of calls: 11
-----			
COUNTS OF ITEMS			
Site:	11		
	1	9%	BOISE, ID
	1	9%	CHEYENNE, WY
	1	9%	FORT LYON, CO
	2	18%	GRAND JUNCTION, CO
	1	9%	ROSEBURG, OR
	1	9%	SALT LAKE CITY, UT
	1	9%	SEATTLE, WA
	2	18%	SPOKANE, WA
	1	9%	TACOMA, WA
Specialist:	11		
	1	9%	ANDREWS, BOB
	2	18%	BOGGESE, MIKE
	1	9%	BURT, SHERRY
	4	36%	CARLSON-GOTTS, NANCY
	1	9%	FROMMATER, RANDY
	1	9%	HENDRY, MIKE
	1	9%	PALMER, MIKE
Package:	11		
	1	9%	GENERIC CODE SHEET
	1	9%	HEALTH SUMMARY
	1	9%	LAB
	1	9%	MAS
	1	9%	MISCELLANEOUS
	1	9%	PAID
	1	9%	PHARM-OUTPT
	3	27%	RADIOLOGY
	1	9%	SURGERY
=====			

## Extract Fields and Formats

You can use a format or select fields to compose an output that can be captured to a text file and converted to a table or spreadsheet.

```
Select Display Format: BRIEF// EXTRACT FIELDS
Select Field: CALL REFERENCE NUMBER
Select Field: SITE
Select Field: SPECIALIST
Select Field: SUBJECT
Select Field: DAYS SINCE LAST STATUS
Select Field: DATE RECEIVED
Select Field:
```

This is a special output to capture NOIS data using a terminal emulator.

-- Begin capture after this prompt. --

Enter a delimiter: ,//

REF,SITE,SPEC,SUBJECT,AGESTAT,DATEO,

```
SPO-0394-50044,SPOKANE WA,BOGGESE MIKE,DUE QUESTIONNAIRE AND ACTION PROFILES,25,3/2/94,
SPO-0394-50082,SPOKANE WA,ANDREWS BOB,DEATHS ON QUARTERLY COUNTING ALL CASES,20,3/8/94,
BOI-0394-50109,BOISE ID,BOGGESE MIKE,Package Received - Bernstein???,19,3/8/94,
TAC-0394-50128,TACOMA WA,HENDRY MIKE,TRANSMISSION OF C&A BATCH ALSO SENDS CLM CODE
SHEETS,18,3/10/94,
SEA-0394-50252,SEATTLE WA,CARLSON-GOTTS NANCY,PROMPT FOR ACCESS CODE IN
REGISTRATION,11,3/16/94,
ROS-0394-50300,ROSEBURG OR,BURT SHERRY,MULTIPLE SUB HEADERS ON 2ND PAGE,7,3/16/94,
GRJ-0394-50335,GRAND JUNCTION CO,CARLSON-GOTTS NANCY,WRONG PHYSICIANS ON
ORDERS,5,3/23/94,
CHY-0394-50352,CHEYENNE WY,PALMER MIKE,NO T&L UNIT ASSIGNED,4,3/23/94,
SLC-0394-50373,SALT LAKE CITY UT,FROMMATER RANDY,DELTA CHECK HELP REQUEST,1,3/2/94,
FTL-0394-50396,FORT LYON CO,CARLSON-GOTTS NANCY,UNDEF RUNNING LAB TESTS
COMPONENT,0,3/23/94,
GRJ-0394-50398,GRAND JUNCTION CO,CARLSON-GOTTS NANCY,wrong provider after installing
#23,0,3/25/94,
```

Press RETURN to continue or '^' to exit:

This data can now be converted to a table or spreadsheet.

REF	SITE	SPEC	SUBJECT	AGE	DATEO
SPO-0394-50044	SPOKANE WA	BOGGESE MIKE	DUE QUESTIONNAIRE AND ACTION PROFILES	25	3/2/94
SPO-0394-50082	SPOKANE WA	ANDREWS BOB	DEATHS ON QUARTERLY COUNTING ALL CASES	20	3/8/94
BOI-0394-50109	BOISE ID	BOGGESE MIKE	Package Received - Bernstein???	19	3/8/94
TAC-0394-50128	TACOMA WA	HENDRY MIKE	TRANSMISSION OF C&A BATCH ALSO SENDS CLM CODE SHEETS	18	3/10/94
SEA-0394-50252	SEATTLE WA	CARLSON-GOTTS NANCY	PROMPT FOR ACCESS CODE IN REGISTRATION	11	3/16/94
ROS-0394-50300	ROSEBURG OR	BURT SHERRY	MULTIPLE SUB HEADERS ON 2ND PAGE	7	3/16/94
GRJ-0394-50335	GRAND JUNCTION CO	CARLSON-GOTTS NANCY	WRONG PHYSICIANS ON ORDERS	5	3/23/94
CHY-0394-50352	CHEYENNE WY	PALMER MIKE	NO T&L UNIT ASSIGNED	4	3/23/94
SLC-0394-50373	SALT LAKE CITY UT	FROMMATER RANDY	DELTA CHECK HELP REQUEST	1	3/2/94
FTL-0394-50396	FORT LYON CO	CARLSON-GOTTS NANCY	UNDEF RUNNING LAB TESTS COMPONENT	0	3/23/94
GRJ-0394-50398	GRAND JUNCTION CO	CARLSON-GOTTS NANCY	wrong provider after installing #23	0	3/25/94



## Templates and Custom Displays

VA FileMan templates can be used with NOIS Calls.

```

REFERENCE NUMBER: FTL-0394-50396

REFERENCE NUMBER: FTL-0394-50396      STATUS: CLOSED
DATE CALL RECEIVED: MAR 23, 1994      DATE CALL CLOSED: MAR 29, 1994
REPORTING SITE: FORT LYON, CO          PRIMARY SITE CONTACT: MONTANEZ,BENJAMIN
PHONE NUMBER: 700-323-3134             MODULE/VERSION: HEALTH SUMMARY/2.5
PRIMARY SPECIALIST: CARLSON-GOTTS,NANCY
PRIORITY: ROUTINE                      CLOSING PERSON: CARLSON-GOTTS,NANCY
HOURS ON RESOLUTION: .5                HOURS (TOTAL): 2
FUNCTIONAL AREA: SUPPORT               PERFORMED TASK: PROBLEM RESOLUTION
SUPPORTING ISC: SALT LAKE              AGE OF CALL: 1
AGE SINCE LAST EDIT: 0                 DEVELOPING ISC: SALT LAKE
REOPENED: MAR 28, 1994@09:49:59        AGE SINCE LAST STATUS: 0
CURRENT STATUS: CLOSED
SUBJECT: UNDEF RUNNING LAB TESTS COMPONENT
SUPPORT REQUEST DESCRIPTION: Site getting undefine when running the LAB TEST
Component.
NOTE:
(1) Call closed by CARLSON-GOTTS,NANCY on MAR 28, 1994.           Hours: .5

Tracked down that a lab test had been deleted that had been used.
Set the 0 node for the test and added (OLD) to the end of the
description. Also made type of Neither, so that it cannot be
selected, but will display.
(2) Mar 28, 1994@09:50:26          CARLSON-GOTTS,NANCY           Hours: 1

notified lab adpac of this.
RESOLUTION SUMMARY: tests from file 60 had been deleted. i entered the 0th
node, edited file 60 to build the "B" x-reference and made the type NEITHER so
that it can be seen but not selected.
STATUS HISTORY:
  Changed to OPEN on Mar 28, 1994@09:48:39 by CARLSON-GOTTS,NANCY.
  Changed from OPEN to CLOSED on Mar 28, 1994@09:49:35 by CARLSON-GOTTS,NANCY.
  Changed from CLOSED to OPEN on Mar 28, 1994@09:49:59 by CARLSON-GOTTS,NANCY.
  Changed from OPEN to CLOSED on Mar 29, 1994@14:48:35 by CARLSON-GOTTS,NANCY.
RECEIPT TIMESTAMP: MAR 28, 1994@09:48:09
STATUS CHANGE TIMESTAMP: MAR 29, 1994@14:48:35
EDITED TIMESTAMP: MAR 29, 1994@14:48:35
LAST EDITED BY: CARLSON-GOTTS,NANCY    FIRST LINE OF LAST NOTE: 6
NOTE RESPONSE NUMBER: 2                PREVIOUS STATUS: OPEN
PACKAGE: HEALTH SUMMARY

```

This example of a custom format only displays some text with the internal entry number. Programs can be written to display the calls information and added as custom entries.

NOIS Calls - View		Mar 29, 1994 16:08:12		Page: 1 of 0	
List: ISC-SLC, SUPPORT OPEN				# of calls: 8	
Calls (1-8)				SUMMARY Format	
1	SPO-0394-50044	O	PHAR MB	DUE QUESTIONNAIRE AND ACTION PROFILES	
This is simply a test to show a format for call # 631					
=====					
2	SPO-0394-50082	O	SURG BA	DEATHS ON QUARTERLY COUNTING ALL CASES	
This is simply a test to show a format for call # 669					
=====					
3	BOI-0394-50109	O	MISC MB	Package Received - Bernstein???	
This is simply a test to show a format for call # 696					
=====					
+ Enter ?? for more actions					
Log New Call		Edit Calls ...		Go To Call	
Format Change		Batch Edit		Notification	
Select Action: Next Screen// UD UD					

# Printing

For national use, NOIS will generally be used from remote locations. Printouts will be limited to capture information to a PC application or using slave printers. When capturing the screen display to a terminal emulator or slave printer, use the PT or PS actions on the hidden menu to print the text or screen. Multiple calls can be separated with a page breaks or be printed as a continuous document.

The View Calls option and the Reports option allow you to print to a device. The View Calls option allows you to select specific calls. The Reports option allows you to select a report or enter a list, a format, and a sort format.

You can use a mail message to send calls to a remote location where the mail message can be printed.

NOIS Edit Multiple Calls		Mar 21, 1994 12:42:04		Page: 1 of 2	
2	CHY-0294-50076	O	ENG	MRP	INTERMEC 8646 PRINTER
Call 2 of (2,6,12-14) <span style="float:right">Detailed Format</span>					
=					
Basic Information:					
Module: ENGINEERING/6.5		Status (Sup): OPEN			
Site: CHEYENNE, WY		Status (Dev):			
Specialist: PALMER,MIKE		Priority: ROUTINE			
Date Opened: FEB 3, 1994		Date Closed:			
Description:					
They are having problems with intermec 8646 printer. It works fine set up using a terminal as an interface, but will not work from DHCP. I had him double check the interface (set to computer or host), set to 7E1, port set to Input/Output, 8 bit disabled.					
Resolution:					
+ Enter ?? for more actions					
Log New Call		Edit		Next Call	
Other Information		Status Change		Previous Call	
Format Change		Make a Note		Go To Call	
Duplicate		Close Call		Notification	
Select Action: Next Screen// PT PT					

Remember to change to the format you want before you print.

NOIS Edit Multiple Calls		Mar 21, 1994 12:42:25		Page: 1 of 1	
2	CHY-0294-50076	O	ENG	MRP	INTERMEC 8646 PRINTER
-----					
Basic Information:					
Module: ENGINEERING/6.5		Status (Sup): OPEN			
Site: CHEYENNE, WY		Status (Dev):			
Specialist: PALMER,MIKE		Priority: ROUTINE			
Date Opened: FEB 3, 1994		Date Closed:			
Description:					
They are having problems with intermec 8646 printer. It works fine set up using a terminal as an interface, but will not work from DHCP. I had him double check the interface (set to computer or host), set to 7E1, port set to Input/Output, 8 bit disabled.					
Resolution:					
Notes:					
(1) Feb 10, 1994@08:37:51		PALMER,MIKE		Hours: 1	
I went over with them the problems I encountered when I set up ours. I also forwarded them a message from forward that appeared to have some very good informaton about setting up the printer.					
Misc:					
Func Area:		ISC for Site: SALT LAKE			
Task:		Close Person:			
Site Contact: ARCHER,MARK P		Hrs on Res:			
Site Phone #: 700-328-7318		Hrs (tot): 1			

# Spooling

Spooling allows you to print a document to a file (a spool device) and then printing it (or multiple copies of it) later. This is useful for some NOIS reports that take a long time to process. For example, you want a statistic report on all calls. This not only would take a long time, it would process while others are on the system doing more useful work. So, being the considerate NOIS user that you are, you queue this report to a spool device, having it run at a less busy time (after hours). You then come in the next day, go to the Spooler Menu in your User Toolbox option, and print the report.

**Note:** You must have spooler access and access to the Spooler Menu to use spooling. This access is the discretion of the system manager.

```

DEVICE: QUEUE TO PRINT ON
DEVICE: SP   SPOOL   SPOOL DEVICE

Select SPOOL DOCUMENT NAME: NOIS RESULTS
  ARE YOU ADDING 'NOIS RESULTS' AS A NEW SPOOL DOCUMENT? Y   (YES)
REQUESTED TIME TO PRINT: NOW//
REQUEST QUEUED!
Task number: 568454

```

```

Select NOIS Option: TBOX   User's Toolbox

```

```

  Display User Characteristics
  Edit Electronic Signature code
  Edit User Characteristics
  Menu Templates ...
  Spooler Menu ...
  TaskMan User
  User Help

```

# Finding Calls

## Call Lookup

One way of finding calls is by looking up the call directly. This can be done using the Edit Call or Close Call option or when selecting a call to add to a list. Site's abbreviations are in the appendix.

Select NOIS Option: Edit Call

Select Call: CHY

- 1 CHY-0294-50004
- 2 CHY-0294-50007
- 3 CHY-0294-50028
- 4 CHY-0294-50076
- 5 CHY-0294-50107

TYPE '^' TO STOP, OR

CHOOSE 1-5:

- 6 CHY-0294-50131
- 7 CHY-0294-50172
- 8 CHY-0294-50218
- 9 CHY-0294-50219
- 10 CHY-0294-50245

TYPE '^' TO STOP, OR

CHOOSE 1-10: ^

CHANGES TO UNIT OF ISSUE FILE  
HELP WITH PATCHES  
DUPLICATE DISCHARGES  
INTERMEC 8646 PRINTER  
UNDEF +49^SDOPC1

NEWLY SYSGENED DEVICE NOT AVAILABLE  
FTEE REPORTS SHOWING FTEE WITH NO NAME  
NO PSA SERVICE ON EQN  
MEMBER GROUP PROBLEM  
ADDITIONAL MEMBER GROUP PROBLEMS

Knowing the site's abbreviation allows looking at all calls on the site. You can further restrict the selection by entering the site - month and year.

Select Call: 50172

- 1 50172 CHY-0294-50172
- 2 50172 DEN-0394-50172

CHOOSE 1-2:

FTEE REPORTS SHOWING FTEE WITH NO NAME  
FOLLOW-UP LETTER PRINTS ON PREFARATION

Knowing the last 5 digits, restricts the lookup to no more than one call per month.

Select NOIS Option: Close Call

Select Call: CHY

- 1 CHY-0294-50076
- 2 CHY-0294-50219
- 3 CHY-0294-50245
- 4 CHY-0394-50164
- 5 CHY-1093-50007

CHOOSE 1-5:

INTERMEC 8646 PRINTER  
MEMBER GROUP PROBLEM  
ADDITIONAL MEMBER GROUP PROBLEMS  
formfeed problem  
OLD NOIS CHY94-1-0222:5 DIETETICS

Notice that when using Close Call, the number of selections is much smaller because calls that are already closed, are excluded. These are the sites's calls that have not been closed.

## ***Selecting and Changing Lists***

Using lists involves either using the options List Calls, Query Calls, or receiving a menu alert that lets you process a temporary list.

A list is simply a collection of calls. When you select a list you get those calls that are stored on the list. These calls are copied to the display in the List Screen. The calls that are being displayed are temporary. If you add or remove calls to the list, the change is only to what is being displayed. The calls are not stored on the list.

Once in the List Screen you can change to any list using the Change List action. Any time you change to a list, the list is rebuilt. This is of interest when you are using a list and edit the calls on the list. Perhaps your list only has open calls and you close a call. When you return to the list of NOIS calls, the call still appears on the list. If you go back to an option and enter the list, the call would be gone from the list (assuming the background process is completed). The same is true when you use Change List and reenter the same list.

# ***Changing Calls on a List***

## **Queries**

Queries provide a way for finding calls that meet certain criteria. The calls that are found can be added to the list or removed from the list. Select from the list means that those calls on the list meeting the criteria will remain on the list and those not removed.

Entering criteria involves selecting the field (attribute), condition, and value. This is similar to a VA FileMan search or any other Boolean search. The selections for the condition and value depend on the field. For example pointer-type fields do not allow a contains or greater than condition. Word processing fields do not allow an equal condition. The exists and not exists conditions (null, not null) do not prompt for values. The between condition uses two values and only applies to number or date fields. Entering question marks for help will show the available selections. The criteria can be continued using an AND or OR. Multiple operations of adding, removing, selecting, along with ands and ors can find most any calls of interest.

Queries are used to define active update lists. The query is stored with the list definition.

## **Adding to a List**

Calls can be added to the list individually by selecting the calls. They can also be added by selecting other lists. The calls on those lists are merged into the existing list. Calls can also be added using a query statement. If you had criteria that apply to all calls (ex. add where call id exists) then all calls would be added to your list.

## **Removing from a List**

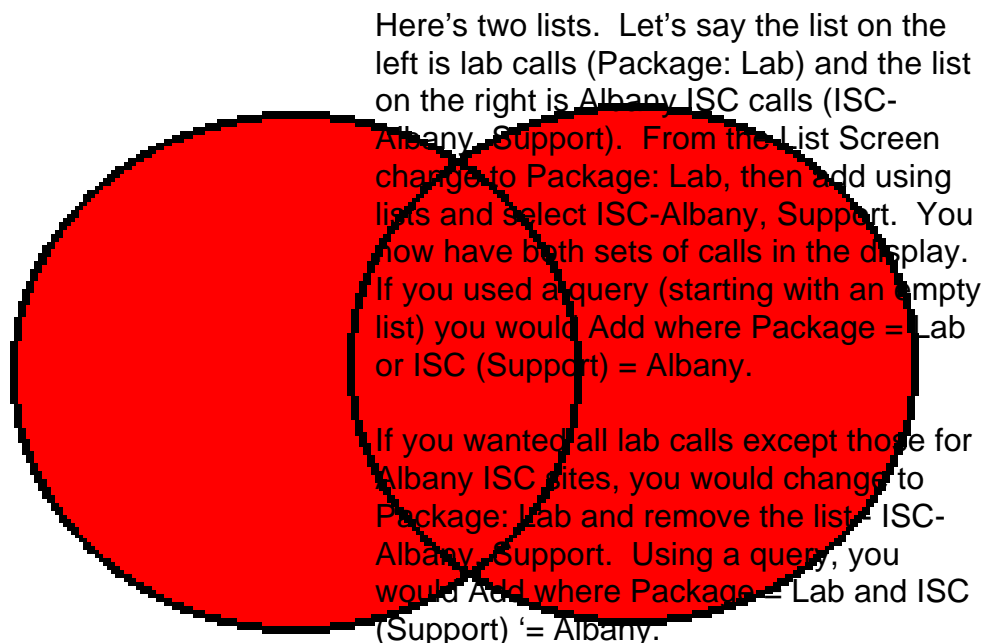
Calls can be removed from the list individually by selecting the calls. Calls can be removed by selecting other lists. If the calls on those lists are on your list, then the calls are removed from your list. Calls can also be removed using a query statement. All calls can also be removed. This clears your list to add a new set of calls. Removing a call from a list in no way changes the information on the call.

## **Selecting from a List**

Similar to adding and removing, calls can be selected individually, by lists, or queries. Calls that have been selected remain on the list; the other calls are removed. Selection is useful for filtering from a large list those calls that are of interest.

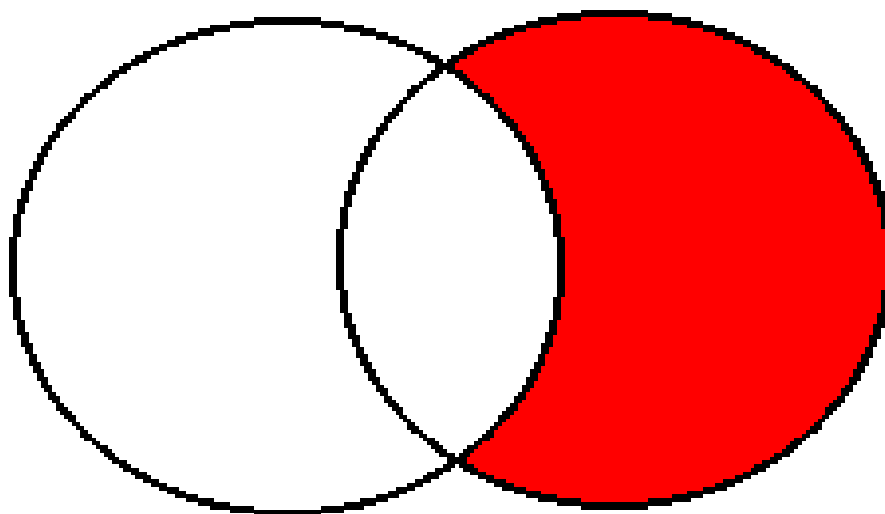
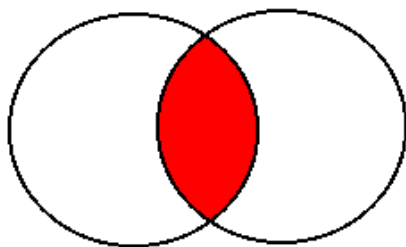
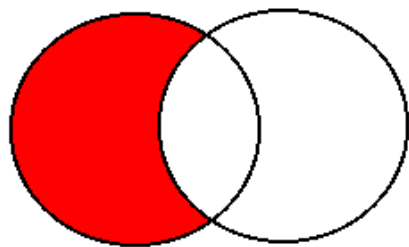
## Working with Lists

Remember Venn diagrams? Set theory? Anyway, you are using the same concepts when working with lists. You can usually find the calls you are looking for using lists.



If you wanted all lab calls from Albany ISC sites, change lists to Package: Lab and select the list ISC-Albany, Support. A query would be Add where Package = Lab and ISC (Support) = Albany.

If you wanted all non-lab calls from Albany ISC sites, change to Albany-ISC, Support and remove the list - Package: Lab. A query would be Add where ISC (Support) and Package '≠ Lab.





# Special Features

## ***On-Line Documentation***

All prompts have on-line help. When using List Manager you can enter ?, ??, ???. A single question mark shows a help frame with an explanation for the menu actions. A double question mark shows the hidden menu actions. Three question marks gives a help frame with an index of NOIS subjects.

## ***Canceling a Call***

Calls cannot be deleted. However, if a call was made in error it can be canceled. To cancel a call you simply change the status to canceled. A canceled call will be deleted by the nightly update task. This only occurs after a few days (this is set in the NOIS parameter file – usually to 7 days) of not being edited. A canceled call can be reopened by changing its status to open.

The reason for having the system delete the call rather than allowing you to delete it is because this is a very open system where any NOIS specialist can edit any call. The grace period in having the call remain on the system allows anyone who cares to take notice. Since the call may have notification associated with it, those people would be notified that a status change or edit has taken place. They would then have an opportunity to reopen the call before it is deleted.

## ***Reopening a Call***

If a call is closed or canceled, you cannot edit the call. To edit the call you must change the status to open. When a call is reopened, the date it was reopened is stored. This allows an easy means of tracking these calls, since you can search for calls with a reopen date.

## ***Duplicate a Call***

Sometimes you log a problem that is very similar to one that has already been logged. You can use the Duplicate action on the Edit Screen to copy a call and then only edit any differences. You will need to enter the Site and Date Reported (creating a new Call ID) and then make any needed edits to the call. Notes are not copied over to the new call. A closed call can be copied. If you do not close the new call, you will have to enter a new resolution summary when you do get around to closing it.

The main advantage to using this feature is that you do not have to retype the problem and resolution descriptions.

## ***Batch Entry***

The Batch Edit action is on the List and View Screens. It allows you to make a note or close a call, while only making one entry. You select the calls to change. You then enter your note or closing information. You then go through the calls you've selected and accept the change to be made on each call. The advantage is only having to enter word processing information once.

This option does not allow status changes other than closing the call. This is simply because the calls selected may have status values that cannot be changed. For example, a status change of Awaiting Patch cannot be made on an open call; it must first have a status of Referred to Development. At any rate, making multiple status changes on a group of calls is still relatively easy. For example, if you want to assign Awaiting Patch to a group of calls, locate the calls (using a list or query), and use Edit Calls to select those calls you are changing. You then go through each call and do a status change on each call. It's somewhat slow because each call is displayed and if you type in a note with each call, you would be doing the same typing over and over again.

## ***Sorting***

There is no particular order to the calls on a list. Usually the calls are in reverse order of their internal number but even this isn't true once you start adding to a list. Sorting the list is helpful when doing reviews, printouts, or obtaining extracts. You can sort by any field value that is searchable (except for word processing fields). The sorted output is by the field value and not the display value. Obviously dates appear in time order but other fields may sometimes only display an abbreviation of the value. If the abbreviated value appears on the screen it may seem to be out of order. Up to five fields can be used in a sort. Any field may be selected to be in descending order (ascending order is the default). This is useful for displaying most recent dates.

Note: The List Screen may contain abbreviations that are displayed (status, specialist, package, and priority). Since it is the field entries that are sorted, not the abbreviations, the display will display canceled calls before open calls even though the abbreviations (X and O) are displayed out of order.

## ***Saving Calls to a Storage-Only List***

You can save calls to a storage list using the File (Save) action. If the list is public or you are the owner of the list, the calls are saved to the same list; otherwise you will have to save them to another list. You can enter a new list at this time. You cannot save onto other's lists or index, active update, or temporary lists.

Saving calls can be useful when reviewing alerts. If you don't have time to review the alerts when you process them, you could save them to a temporary list.

## ***Subcomponents***

Subcomponents are an entries in the NOIS Subcomponent file. Each subcomponent can be associated with a package. When a call has been referred to development, the call allows entering a subcomponent associated with the package of the call. The call is then 'tagged' as belonging to a particular section for this package. This is useful for triaging calls to development. For example, a package could have a single subcomponent but the developer only becomes involved with the call when the call has been edited with the subcomponent by a national support person for that package (the developer may have a list that alerts only for this subcomponent). A subcomponent is also helpful for catagorizing large packages that are made up of several sections. For example, the package Lab might have subcomponents for Blood Bank, Auto Instruments, etc.

## ***Searching for Text***

NOIS uses a List Manager utility to search for text within the list. The ST action is on the hidden menu. You simply enter the word or phrase you wish to search for and each occurrence is highlighted in the text. It is most useful when viewing detailed formats of multiple calls or in finding words of interest within long word-processing entries.

You can also search for text using a query statement. This is useful for finding calls that have the text, you can then view the calls in a detailed format and then use ST to show you where the text is found within the call. Text searches in queries generally take longer than looking for data in fields that are selections (pointer values) or numbers.

Searching for text may be the only way of finding calls for a particular subject. For example, if you are looking for problems related to Anatomic Pathology in the Lab package you could change to a list for Package: and enter LAB. You now have all Lab calls (the calls you are looking for may be closed or open, so you would want all calls for this package). You would then do a Select action, select Query, and at the field prompt enter DESCRIPTION, then CONTAINS, and then ANATOMIC PATH. You could continue this statement with an OR and then doing the same for NOTES and SUMMARY fields. You would then find a reasonable number of calls where you could view the calls with a detailed format and read the calls (or use ST to find the occurrences of ANATOMIC PATH).

Both types of searches are case insensitive. So, if you look for “Blood bank” it will find BLOOD BANK, Blood Bank, blood bank, etc.

## ***Complex Queries***

When queries contain several items they may have unexpected results. Be aware that there is a precedence of AND over OR. If you enter the query:

SITE = BOISE or SITE = DENVER and PRIORITY = URGENT

it is interpreted as:

SITE = BOISE or (SITE = DENVER and PRIORITY = URGENT)

(Boise and Denver’s urgent calls vs. all of Boise’s calls and Denver’s urgent calls)

Entering a condition of EXISTS means that there is a non-null value for the field. A range can be entered for dates or numbers – the range is inclusive. NOT EQUAL assumes a value exists. The query syntax does not allow for parentheses. Most complex operations can be made by using combinations of queries with Add, Remove, and Select.

# Customizing

Most custom changes can be done by using the UD and DL actions (user defaults and define list) on the hidden menu. There is also an option for file setup. This option allows FileMan inquiry, printouts, and searches on the NOIS files. Supervisors can edit these files except for the NOIS Call file which is only editable using NOIS programs.

## User Defaults

User defaults apply to anyone in the NOIS Specialist file. The UD action on the hidden menu allows editing prompts, dtime (during a NOIS session), protocol actions being displayed, default list, list display, E-mail address, etc. You can display other's defaults but you can only edit your own. NOIS Coordinators can edit other's defaults.

### Changing the List Caption

The default list display on the NOIS Calls screen is the Call ID and Call Subject. You can add additional items to the display by editing your user defaults on the hidden menu. There is a field, list display, in the NOIS Specialist files. You can include any of the letter S, M, U, and/or P. S displays the abbreviation of the Status. M displays the abbreviation of the Module/Version. U displays the initials of the Specialist opening the call. P displays an abbreviation of the Priority for the call. Any, all, or none of these letters may be entered. The order is always S, M, U, P displaying between the Call ID and Call Subject. When you edit these defaults the list must be rebuilt to show the changes. You can change to this same list to have it rebuilt.

Examples:

List Display:

#	Call ID	Call Subject
1	SPO-0394-50044	DUE QUESTIONNAIRE AND ACTION PROFILES

List Display: SMUP

#	Call ID	Status	Mod	User	Pri	Call Subject
1	SPO-0394-50044	O	PHAR	MB	R	DUE QUESTIONNAIRE AND ACTION PROFILES

List Display: SMU

#	Call ID	Status	Mod	User	Call Subject
1	SPO-0394-50044	O	PHAR	MB	DUE QUESTIONNAIRE AND ACTION PROFILES

## NOIS Specialist Defaults

You can change some of the settings for working in the NOIS software. These can be edited or reviewed from any NOIS screen (List, Edit, View, Modify). The User Default (UD) action can be selected since it is on the hidden menu for all of these screens.

These fields effect how you use NOIS:

Primary Functional Area	This is used as a default when editing Functional Area when closing a call.
Email Address	This is used if you have notification that is sent by mail and you want to have the mail sent to an address other than where you are using NOIS.
Default List	If you enter a list in this field that list will be prompted to you when you use List Calls.
List Display	Allows you to include Status, Module, User, and/or Priority (you enter any of the letters SMUP) along with the Call ID and Call Subject when listing calls.
Default to Close New Calls	YES or NO prompt when entering a new call as to whether or not to close the call. No entry would be NO.
Default View Format	This is your default format when using the View Screen. No entry is DETAILED.
Default Edit Format	This is your default format when using the Edit Screen. No entry is BRIEF.
Default to Exit	This is the default action when using the NOIS screens. This can be set to YES to make the default EXIT. No entry defaults with QUIT.
Notify Method	This specifies a method (MAIL or ALERT) for notification of all calls where you are the Primary Specialist.
Notify Event	This specifies the event (EDITED or STATUS CHANGED) for notification of all calls where you are the Primary Specialist. Note: both Notify Method and Notify Event must have entries to allow being notified.
DTIME Value for NOIS	The number entered here will be your time-out when using NOIS (it is reset to your normal user default when leaving NOIS options).

## Default Fields

You can enter fields to control what values are prompted or stuffed when entering a NOIS call. The following table show the normal defaults (NOIS actions and NOIS values). You can enter the fields and include your own user actions or values. If you only include an action, the NOIS value will be prompted (or stuffed). User entered values for Specialist, Site Contact, and Site Phone are ignored - they will always use the NOIS default values (although you can always make an entry other than the prompted value). These fields can always be edited before closing a call.

Field	NOIS Action	NOIS Value	User Action	User Value
Module	Prompt			
Specialist	Stuff	Current User		Current User
Subject	Prompt			
Site Contact	Prompt	from Location file		from Location file
Site Phone	Prompt	from Location file		from Location file
Priority	Prompt	Routine		
Patch	no action		*	
Hours	Prompt			
Close Date	Prompt	Today		
Functional Area	Prompt	from Specialist file else Support		
Task	Prompt	Problem Resolution		

\*Patch field is only prompted during entry of a new call when the user's default for the Patch field is Prompt,

Examples:

Module	Prompt	Lab/5.1	Prompts for Lab/5.1
Specialist	Prompt		Prompts for Specialist
Site Contact	Stuff		Stuffs the default Site Contact
Patch	Prompt		Prompts for Patch
Hours	Prompt	.5	Prompts .5 hours on resolution
Functional Area	Stuff		Stuffs your Functional Area

Note: Enter default field values in external format.

NAME: ANDREWS,BOB  
 LAST LOGON: MAR 28, 1994  
 REPORTS UPWARD TO: RUCKER,JOHN  
 LIST DISPLAY: SMU  
 DEFAULT TO CLOSE NEW CALLS: YES  
 NOTIFY EVENT: EDITED  
 FIELD: FUNCTIONAL AREA  
 FIELD: TASK  
 FIELD: HOURS ON RESOLUTION  
 VALUE: .5  
 FIELD: SITE CONTACT  
 FIELD: SITE PHONE  
 FIELD: PRIORITY  
 FIELD: DATE CLOSED

PRIMARY FUNCTIONAL AREA: SUPPORT  
 NOIS COORDINATOR: YES  
 DEFAULT LIST: ANDREWS-SUPPORT  
 DTIME VALUE FOR NOIS: 900  
 NOTIFY METHOD: ALERT

ACTION: STUFF  
 ACTION: STUFF  
 ACTION: STUFF

← When you don't specify a value, the default value is stuffed.

NAME: SHEPLER,CINDY  
 PRIMARY FUNCTIONAL AREA: SUPPORT  
 REPORTS UPWARD TO: SHEPPARD,JEAN  
 PREFERRED NOTIFICATION: MAIL  
 DTIME VALUE FOR NOIS: 18000  
 NOTIFY EVENT: EDITED  
 FIELD: SPECIALIST

WORKS AT (HOME SITE): ISC-SAN FRANCISCO  
 LAST LOGON: MAR 30, 1994  
 DEFAULT LIST: SITE, SUPPORT OPEN:  
 LIST DISPLAY: SMUP  
 NOTIFY METHOD: ALERT

ACTION: PROMPT

← Prompt for specialist if you normally assign a specialist to a call (ex. help desk)

NAME: BURT,SHERRY

WORKS AT (HOME SITE): ISC-SALT LAKE CITY

PRIMARY FUNCTIONAL AREA: SUPPORT  
 EMAIL ADDRESS: BURT,SHERRY@ISC-SLC.VA.GOV  
 REPORTS UPWARD TO: RUCKER,JOHN  
 LIST DISPLAY: SMU  
 DEFAULT TO CLOSE NEW CALLS: YES  
 NOTIFY EVENT: EDITED  
 FIELD: SITE CONTACT  
 FIELD: SITE PHONE  
 FIELD: FUNCTIONAL AREA  
 FIELD: TASK  
 FIELD: PRIORITY

LAST LOGON: MAR 30, 1994  
 DEFAULT LIST: ISC-SLC, SUPPORT OPEN  
 DTIME VALUE FOR NOIS: 9999  
 NOTIFY METHOD: MAIL

ACTION: STUFF  
 ACTION: STUFF  
 ACTION: STUFF  
 ACTION: STUFF  
 ACTION: STUFF

← If you use notification by mail to a remote location, you must include the complete domain address.



## Defining a List

The DL action on the hidden menu allows creating, editing, and rebuilding list. Notifications can be included in the list definition. Queries can be edited by inserting new lines, removing lines, or replacing a line. It's generally easier to change to a similar list that you want to use, save it with a new name, and then edit any changes.

After editing a list query on an active update list, you should rebuild it. This adds and removes any calls appropriate for the new definition. You can display any list definition but you can only edit active update, manual update and storage only lists that are public or you are the owner of. NOIS Coordinators can edit other's lists.

If the list is public or you are the owner of the list you can edit the definition of the list. You can create a new list using the DL option, or in the case of storage only lists, you can also create those when doing a File (Save) operation. Active update and manual update lists require entering a query definition, this is similar to using a regular query for browsing. It's usually easier to change to someone else's list, save a copy of it as your own and then edit it. Lines in the query definition can be replaced, inserted, or removed. Automatic notifications are also part of the list definition for active update lists. You can enter you want calls that are updated onto the list to be flagged so that anytime these calls are edited or their status changes you can be notified by mail or alert.

NOIS List Definition		Mar 29, 1994 16:15:14		Page: 1 of 2	
List: HENDRY-SUPPORT					
Type: ACTIVE UPDATE			Owner: HENDRY,MIKE		
Notify Method: ALERT			Notify Event: EDITED		
Description:					
Query Description:					
Add where: DEVELOPING ISC = SALT LAKE					
Add where: PACKAGE = FILEMAN					
Add where: PACKAGE = KERNEL					
Add where: PACKAGE = KERNEL TOOLKIT					
Add where: PACKAGE = MAILMAN					
Remove where: STATUS (SUPPORT) = CLOSED					
1	Add where:	DEV ISC	=	SALT LAKE	
2	Add where:	Package	=	FILEMAN	
3	Add where:	Package	=	KERNEL	
4	Add where:	Package	=	KERNEL TOOLKIT	
5	Add where:	Package	=	MAILMAN	
+	Enter ?? for more actions				
	New List	Edit	Change List		
	Rebuild List	Query Edit	File (Save As)		
Select Action: Next Screen// C Change List					

The entry numbers are used when editing the query definition

### A list for a group of packages

```

1      Add where:      Package =      LAB
2                or      Package =      RADIOLOGY
3                or      Package =      SURGERY
4                or      Package =      DIETETICS
5      Remove where    Status (Sup) =      CLOSED

```

This list contains all calls logged by a group of packages. The statement, “Remove where Status (Sup) = Closed” removes calls once they are closed. This list is useful for reviewing, since the number of calls on the list would be reasonable. The list is also useful for applying notification.

### A list for package support

```

1      Add where:      Status (Sup) =      OPEN
2                and      ISC =      SALT LAKE
3      Select where:   Package =      LAB
4                or      Package =      SURGERY
5                or      Package =      SOCIAL WORK
6                or      Package =      MEDICINE
7                or      Package =      ONCOLOGY
8                or      Package =      QUIC
9                or      Package =      NURSING
10               or      Package =      RADIOLOGY
11      Add where:      Status (Sup) =      OPEN
12                and      Specialist =      ANDREWS,BOB

```

This list adds all open calls for SLC CIOFO, it then selects those calls that are for specific packages, it then adds any open calls that this user has logged. This query is more efficient than entering separate add statements for status = open and office = Salt Lake and package = package XYZ. Remember that defining a list is the same as querying for calls from an empty list.

### A list for package support (local and national)

```

1      Add where:      Status (Sup) =      OPEN
2                and      ISC =      SALT LAKE
3      Select where:   Package =      LAB
4                or      Package =      CONSULT/REQUEST TRACKING
5                or      Package =      PROGRESS NOTES
6      Add where:      Status (Sup) =      OPEN
7                and      Package =      OERR
8      Add where:      Status (Sup) =      OPEN
9                and      Specialist =      FROMMATER,RANDY

```

This list is similar to the previous list except that calls for OERR are included from all sites - regardless of the supporting office. The list adds all open calls for SLC CIOFO, selects only those calls for three packages, then adds to the list all open calls for order entry and open calls for the user.

### A list for package support and site support

```

1      Add where:      Status (Sup) =      OPEN
2          and          ISC           =      SALT LAKE
3      Select where:   Package        =      VOLUNTEER TIMEKEEPING
4          or           Package        =      AMIE
5          or           Package        =      MAS
6      Add where:      Status (Sup) =      OPEN
7          and          Site           =      ANCHORAGE, AK (OPC)
8      Add where:      Status (Sup) =      OPEN
9          and          Site           =      PORTLAND, OR (C)
10     Add where:      Status (Sup) =      OPEN
11         and          Site           =      ROSEBURG, OR
12     Add where:      Status (Sup) =      OPEN
13         and          Site           =      WHITE CITY, OR (DOM)
14     Add where:      Status (Sup) =      OPEN
15         and          Specialist      =      BURT,SHERRY

```

This list includes support for specific sites and/or specific packages. The list adds all open calls for SLC CIOFO, selects only those on three specific packages. Any open calls for four specific sites are added to the list as well as any open calls logged by the user.

### A list for identifying calls of interest

```

1      Add where:      Status (Sup) =      OPEN
2          and          ISC           =      SALT LAKE
3      Select where:   Days-Reported>    3
4          and          Days-Edit      >    2
5      Add where:      Status (Sup) =      OPEN
6          and          ISC           =      SALT LAKE
7          and          Priority        =      STAT

```

This list identifies open calls that have not had recent activity or have a high priority. The list defines calls that are open for support by SLC CIOFO that are older than 3 days and haven't been edited within the last 2 days. The list also includes open calls for SLC CIOFO that are stat priority. This type of list is good for applying notification only when the call is added to the list.

**Note:** Generally, you only need one active update list for notification. If the list is only to be used for reviewing calls and not notification, use a manual update list. You can easily change a list from active update to manual update and vice versa by editing the list definition.

# Tasks

## *Everyday Tasks*

### **Find NOIS**

from any Option

1. Enter NOIS.

### **Log and close a call**

from the NOIS Option

1. Enter N – to make a new call.
2. Enter the Site.
3. Enter the Date.
4. Enter all other fields. At the prompt “Further Action: (M)ake a Note, (R)efers to dev, (C)lose, (O)pen?”, enter CLOSE. Enter the resolution summary.
5. Enter all other fields.
6. At the prompt “(E)dit or (A)ccept to close call: ACCEPT//”, enter return.

### **Log a call and refer it to development**

from the NOIS Option

1. Enter N – to make a new call.
2. Enter the Site.
3. Enter the Date.
4. Enter all other fields.
5. At the prompt “Further Action: (M)ake a Note, (R)efers to dev, (C)lose, (O)pen?”, enter R.
6. You may also enter a note.

### **Make a note on a call**

from the Edit Screen

1. Enter M – to make a note.
2. Enter your note.
3. Enter hours of time spent (optional).
4. At the prompt “(E)dit or (A)ccept: ACCEPT//”, enter return.

### **Refer an open call to development**

from the Edit Screen

1. Enter S – to make a status change.
2. Enter R – to select the status, Refer to Dev.
3. If you wish to make a note you can answer YES to include a note, then enter your note.

### **Change the status**

from the Edit Screen

1. Enter S – to make a status change.
2. Select the status you wish to change to.
3. If you wish to make a note you can answer YES to include a note, then enter your note.
4. If you changed the status to closed, you will have to enter information to close the call.

### **Close an open call**

from the Edit Screen

1. Enter C – to close the call (you could also make a status change to close)
2. Enter the resolution summary.
3. Enter all other fields.
4. At the prompt “(E)dit or (A)ccept to close call: ACCEPT//”, enter return.

### **Batch edit to make a note on calls**

from the List or View Screen

1. Enter B – to batch edit.
2. Enter N – to make a note.
3. Select the calls from the list by entering their list numbers (ex. 1,3,5-11,19).
4. Enter the note.
5. Enter hours (optional).
6. At the prompt “(E)dit or (A)ccept note: ACCEPT//”, enter return.
7. For each call you selected you will be prompted, “OK to add the note to this call? YES//”, enter YES – to apply the note.

### **Batch edit to close calls**

from the List or View Screen

1. Enter B – to batch edit.
2. Enter C – to close the calls.
3. Select the calls from the list by entering their list numbers (ex. 1,3,5-11,19).
4. Enter the resolution summary.
5. Enter all other fields.

6. At the prompt “(E)dit or (A)ccept to close call: ACCEPT//”, enter return.
7. For each call you selected you will be prompted, “OK to close this call? YES//”, enter YES – to close the call.

### **Duplicate a closed call**

from the Edit Screen

1. Enter D – to make a duplicate call.
2. Enter the Site.
3. Enter the Date.
4. Enter the Specialist.
5. At the prompt “(E)dit, make a (N)ote, or (A)ccept: ACCEPT//”, enter return. (or edit the non-closing information)
6. Enter date resolved.
7. At the prompt “(E)dit or (A)ccept to close call: ACCEPT//”, enter return (or edit the closing information)

### **Duplicate a call that’s not closed**

from the Edit Screen

1. Enter D – to make a duplicate call.
2. Enter the Site.
3. Enter the Date.
4. Enter the Specialist.

### **Cancel a call**

from the Edit Screen

1. Enter S – to make a status change.
2. Enter CAN – to select the status CANCELED.
3. If you wish to make a note you can answer YES to include a note, then enter your note.

### **Reopen a call**

from the Edit Screen (on a closed or canceled call)

1. Enter S – to make a status change.
2. At the prompt, “Are you sure you want to REOPEN this call? NO//”, enter YES
3. If you wish to make a note you can answer YES to include a note, then enter your note.

### **Find a call by lookup on site**

from the Edit Call option or Close Call option

1. At the prompt, “Select Call:”, enter the site abbreviation (ex. Salt Lake City is SLC).
2. Select the call from the choices.

### **Find a call by lookup on number**

from the Edit Call option or Close Call option

1. At the prompt, "Select Call:", enter the 5 digit number of the call.
2. Select the call from the choices.

### **Look at what lists a call is on**

from the Edit Screen

1. Enter O – to select Other Information.
2. The display will show - This call is found on the following lists: - and display all the lists this call is currently on. It does not show the index type lists.

### **Look at who is notified for a call**

from the Edit Screen

1. Enter O – to select Other Information.
2. The display will show - Notifications on this call: - and list those people who will be automatically notified by the call.

### **Change to another list**

from the List Screen

1. Enter C – to change lists.
2. Select the list you want to change to.

### **Remove all calls from a list**

from the List Screen

1. Enter R – to remove calls.
2. Enter A – to remove all calls. Note: your list will be (MODIFIED), the calls are still stored on this list, you are now just working with a temporary list.

### **Add a single call to a list**

from the List Screen

1. Enter A – to add calls.
2. Enter S – to add selected calls.
3. Select the call you want to add. Note: the call is not stored on the list, you are not just working with a temporary list.

### **Add calls from other lists to a list**

from the List Screen

1. Enter A – to add calls.
2. Enter L – to add calls from other lists.
3. Select the lists you want to add. Note: the calls are not stored on the list, you are not just working with a temporary list.

## Add calls to a list using a query statement

from the List Screen

1. Enter A – to add calls.
2. Enter Q – to add calls using a query statement.
3. At the prompt, “Select Field”, enter the field you want to use in the search (enter a ? to get a listing of the fields).
4. At the prompt, “Select Condition”, enter the condition you want to use in the search (enter a ? to get a listing, the selections will be different depending on the field selected).
5. The next prompt will be dependent on the field and condition (if the condition was EXISTS, then you will not see this prompt, if the field was Specialist, you would be prompted to select a Specialist).
6. At the prompt “(A)nd, (O)r, else <return>:”, enter return (or continue the query statement with an AND or OR).
7. All calls (every call in NOIS) meeting your criteria will be added to the list.

## Sort a list

from the List Screen

1. Enter O – to order (sort) the calls.
2. At the prompt, “Sort by:”, enter a field (enter a ? to see the selections).
3. At the prompt, “and then sort by:”, enter another field (this will be a secondary sort) or enter return to quit your selections, otherwise you will be prompted for more fields.
4. You will be displayed a numbered list of fields you have selected. At the prompt, “Select any fields to be sorted in descending order or <return>:”, enter return to sort normally. You may select any numbered fields (ex. 1,3), and those fields will be highest value first or in the case of date fields, most recent first.

## Select calls from a list using a query statement

from the List Screen

1. Enter S – to select calls.
2. Enter Q – to select calls using a query statement.
3. Enter your query statement (field, condition, value) at the appropriate prompts.
4. The calls that are on this list that meet your criteria will remain on the list.

## Select calls from a list that are on other lists

from the List Screen

1. Enter S – to select calls.
2. Enter L – to select calls that are on other lists.



3. Select the lists whose calls you want to remain on your current list.
4. The calls remaining on your list are also on the list(s) that you selected.

### **Remove calls from a list that are on other lists**

from the List Screen

1. Enter R – to remove calls.
2. Enter L – to remove the calls that are on other lists.
3. Select the lists whose calls you want to remove from your current list.
4. The calls remaining on your list are not on the list(s) that you selected.

### **Remove specific calls from a list**

from the List Screen

1. Enter R – to remove calls.
2. Enter S – to remove selected calls.
3. Select the call you want to remove by selecting their list number.

### **Remove calls from a list using a query statement**

from the List Screen

1. Enter R – to remove calls.
2. Enter Q – to remove the calls using a query statement.
3. Enter your query statement (field, condition, value) at the appropriate prompts.
4. The calls that were on this list that meet your criteria are removed.

### **Query to add, remove, or select calls from/to a list**

from the List Screen

1. Enter Q – to query calls.
2. Enter A, R, or S to add, remove, or select using a query statement.
3. Enter your query statement (field, condition, value) at the appropriate prompts.
4. The calls on the list will be changed but not displayed. You can repeat Step 2 until you enter List to display your calls.
5. When you enter List you will return to the (MODIFIED) list of calls. This method is best for repeated queries.

### **Restore a list to its stored calls**

from the List Screen

1. Enter C – to change lists.
2. Enter the same list you are on (or enter spacebar).
3. The list is restored to the calls that are stored on the list. The list name will not have (MODIFIED) displayed.

### **Save calls to a storage-only list**

from the List Screen

1. Enter F – to file (save) the to a list.
2. Select the list you wish to save to (enter ? to see available lists - it must be a public list or a list you own).
3. Select the calls to save to this list.
4. At the prompt, “(A)dd calls to <listname> or (R)eplace <listname> with these calls? ADD//”, enter return.
5. The calls were added to the storage-only list.

### **Save a list as a storage-only list**

from the List Screen

1. Enter F – to file (save) the to a list.
2. Select the list you wish to save to (enter ? to see available lists - it must be a public list or a list you own).
3. Select the calls to save to this list.
4. At the prompt, “(A)dd calls to <listname> or (R)eplace <listname> with these calls? ADD//”, enter R.
5. The calls are now the storage-only list.

### **Edit calls from a list**

from the List Screen

1. Enter E – to edit calls
2. Select the calls you want to edit from the list by entering their list numbers (ex. 1,3,5-11,19).
3. Enter E – to edit the calls (or you can make other selections to change the status, close the call, or make a note).
4. Enter A – to edit all information.
5. Edit the fields.
6. Enter return or NEXT to go to the next call.

### **Go to the next call in a selection**

from the Edit Screen (where there are multiple calls)

1. Enter NEXT (this will be the default unless this is the last call in the selection) to go to the next screen.

### **Go to a call in a selection**

from the Edit Screen (where there are multiple calls)

1. Enter GO to go to a specific call.
2. Enter the call’s list number from the selection of calls.

### **Backup to the previous call in a selection**

from the Edit Screen (where there are multiple calls)

1. Enter PREV to backup to the previous call in the selection.

### **Quit to return to a previous screen**

from any NOIS Screen

1. Enter QT – to return to the previous screen.

### **Exit to return to the options**

from any NOIS Screen

1. Enter EX – to return to the menu options.

### **View calls from an option**

from the NOIS Option

1. Enter V – to view calls.
2. Select the calls you want to view.
3. Select the display format.
4. At the prompt, “(D)evice or (V)iew? VIEW//”, enter return.

### **View calls from a list**

from the List Screen

1. Enter V – to view calls.
2. Select the calls you want to view from the list by entering their list numbers (ex. 1,3,5-11,19).
3. Select the display format.
4. You will build all calls into the display text, from which you can scroll through the calls, search for text, or select calls to edit.

### **Search for text**

from any NOIS Screen

1. Enter ST – to search for text.
2. Enter the word or text you wish to search for.
3. You will be displayed with the highlighted text for every occurrence.
4. At the prompt, “Find next ‘text’? YES//”, enter return to find the next occurrence, else enter NO to quit searching.

### **Print the screen**

from any NOIS Screen

1. Enter PS – to print the screen.
2. At the device prompt enter return or enter a device parameter.

### **Print the text**

from any NOIS Screen

1. Enter PT – to print the text  
from the NOIS Option

1. Enter V – to view calls.
2. Select the calls you want to view.
3. Select the display format.
4. At the prompt, “(D)evice or (V)iew? VIEW//”, enter return.

### **Print a call from an option**

from the NOIS Option

1. Enter V – to view calls.
2. Select the calls you want to view.
3. Select the display format.
4. At the prompt, “(D)evice or (V)iew? VIEW//”, enter D.
5. At the device prompt enter return or enter a device parameter.

### **Send a mail message of the text**

from any NOIS Screen

1. Enter N – to use notification.
2. Enter N – to send notification.
3. Enter M – to send a mail message.
4. At the prompt, “Enter a brief reason for the notification:”, enter the text - this will be the subject line of the mail message.
5. At the prompt, “Do you want to load the list document into the message? NO//”, Enter YES - if you enter NO, you will only be sending a plain vanilla mail message. Entering YES will load the display text (in whatever is your current display format) into the mail message.
6. You can now edit the mail message and send it to any recipients.
7. At the prompt, “Send notification message: YES//”, enter return. If you enter NO or up-arrow, nothing will be sent.

### **Send an alert on a call(s)**

from any NOIS Screen

1. Enter N – to use notification.
2. Enter N – to send notification.
3. Enter A – to send a menu alert.
4. At the prompt, “Enter a brief reason for the notification:”, enter the text - this will be the message text on the alert display.
5. At the prompt, “Do you want to include calls with the alert? YES//”, Enter return - if you enter NO, you will only be sending an information message. Entering YES will allow the recipients to process the alerts.
6. You can now edit the mail message and send it to any recipients.
7. At the prompt, “Send notification message: YES//”, enter return. If you enter NO or up-arrow, nothing will be sent.
8. Select the calls from the list by entering their list numbers (ex. 1,3,5-11,19) if you are on a single call, you won’t be prompted.

9. At the prompt, "Send to:", enter your recipients, until done.
10. At the prompt, "Send notification alert: YES//", enter return. If you enter NO or up-arrow, nothing will be sent.

### **Schedule notification on changes to a call(s)**

from any NOIS Screen

1. Enter N – to use notification.
2. Enter B – to be notified of changes.
3. At the prompt, "Notify when calls are (E)dited or (S)tatus changes: STATUS CHANGED//", enter your choice.
4. At the prompt, "Notify by (M)ail or (A)lert: ALERT//", enter your choice.
5. Select the calls from the list by entering their list numbers (ex. 1,3,5-11,19) if you are on a single call, you won't be prompted.
6. These calls have now been scheduled to alert you when others make changes to them.

### **Remove notification from a call(s)**

from any NOIS Screen

1. Enter N – to use notification.
2. Enter R – to remove notification.
3. Select the calls from the list by entering their list numbers (ex. 1,3,5-11,19) if you are on a single call, you won't be prompted.
4. At the prompt, "Remove Notifications: YES//", enter return - all notifications for yourself on these calls have been removed.

### **Find all your calls you are being notified on**

from the List Screen

1. Enter N – to use notification.
2. Enter F – to find notification on calls.
3. At the prompt, "Notification user: <your name>//", enter return or enter someone's name you want to find their notified calls.
4. At the prompt, "Find (A)ll calls for 'user' or (O)nly those calls on this list? ONLY//", enter ALL.
5. The list will be modified to only include those calls that have the notification you specified.

### **Find all calls in a list you are being notified on**

same as previous task except enter ONLY at step 4.

### **Change formats - brief/detailed**

from Edit Screen or View Screen

1. Enter F to make a format change
2. Select the display format - Detailed or Brief.

## Change format of a call to specific fields

from Edit Screen or View Screen

1. Enter F to make a format change
2. Select the Fields display format
3. At the prompt, “Select Field”, enter fields repeatedly for all fields you wish to view (enter ? to see your selections).
4. Enter return to view the display

## View statistics on calls

from Edit Screen or View Screen (the View Screen is recommended)

1. Enter F to make a format change
2. Select the Statistic Fields or Statistic Format display format
3. If you are displaying Statistic Fields, at the prompt, “Select Field”, enter fields repeatedly for all fields you wish to view (enter ? to see your selections). Enter return to view the display.
4. If you are displaying Statistic Format, at the prompt, “Select Format:”, enter the format (this is a collection of fields).

## Capture data to a spreadsheet

from the View Screen, or View Calls action from the List Screen

1. Change the format by entering F on the View Screen or when prompted when using View Calls.
2. Enter Extract Fields or Extract Format display format.
3. If you are displaying Extract Fields, at the prompt, “Select Field”, enter fields repeatedly for all fields you wish to view (enter ? to see your selections). Enter return to continue.
4. If you are displaying Extract Format, at the prompt, “Select Format:”, enter the format (this is a collection of fields).
5. At the prompt, “Enter a delimiter: ,/”, use your PC terminal emulator software to begin a download or to turn on capture to a text file.
6. Enter the delimiter to separate the text or enter return to accept comma as a default.
7. The data will be displayed.
8. At the prompt, “Press RETURN to continue or '^' to exit: “, turn off your capture or download.
9. Enter return

## View a report

from the NOIS Option

1. Enter R - for reports.
2. Enter R - for reports.
3. Select the report (enter ? to see available selections).

4. If the report uses an indexed list you may be prompted for a selection on the specific list.
5. At the prompt, “Select (D)evice or (V)iew: View// “, enter return.

### **View a custom report**

from the NOIS Option

1. Enter R - for reports.
  2. Enter C - for custom reports.
  3. Select a list.
  4. If you select an indexed type list, you will be prompted for a selection on the specific list.
  5. At the prompt, “Select Sort (optional): “, enter return - or select a sort format.
  6. At the prompt, “Select Display Format”, enter your choice.
  7. At the prompt, “Select (D)evice or (V)iew: View// “, enter return.
- Note: depending on your selection of report format, you may not get this prompt. If you select an extract format you will get additional prompts.

### **Edit calls from the View Screen**

from the View Screen

1. Enter E – to edit calls.
2. Select the calls from the list by entering their list numbers (ex. 1,3,5-11,19) if you are on a single call, you won’t be prompted.
3. Make any edits as you go through the calls.

## ***Non-Routine Tasks***

### **Edit your user defaults**

from any NOIS Screen

1. Enter UD – to use User Defaults.
2. At the prompt, “Select NOIS SPECIALIST NAME: <your name>//”, enter return - or enter someone else to view (but not edit) their defaults.
3. Go through and edit any fields.

### **Edit your defaults for entering calls**

from any NOIS Screen

1. Enter UD – to use User Defaults.
2. At the prompt, “Select NOIS SPECIALIST NAME: <your name>//”, enter return - or enter someone else to view (but not edit) their defaults.
3. Go to the default fields (^DEF).

4. Select any field you want to enter (see appendix for details).
5. Enter the action – to prompt or stuff.
6. Enter a value if you're sure that's what you want. Usually you would leave this blank and let the defaults be prompted or stuffed.

### **Look at how lists are defined**

from any NOIS Screen

1. Enter DL – to define lists.
2. Use Change List to enter any list you wish to view.

### **Create a new list (active-update)**

from any NOIS Screen

1. Enter DL – to define lists.
2. Enter N – to define a new list.
3. Enter your list name - use the convention LASTNAME-SUPPORT or LASTNAME-DEV.
4. Enter a list description (optional).
5. At the prompt, "Select (A)ctive Update or (S)tores Only:", enter A.
6. If you will be using the list for notification enter the method (mail or alert) and then enter the event (edited, status changed, or added to list).
7. At the prompt, "Select field:", begin entering your query statement - the same as you would when using Query List. You may only want to enter a portion of your query, and then reedit it with the Query Edit action.
8. At the prompt, "Select (A)dd, (R)emove, (S)elect, (D)efine: Define//", you can continue your query statement until it is complete. If the definition is complete enter D to end the definition.
9. At the prompt, "Save this list definition: YES", enter return to save the list definition.
10. Before leaving the List Definition Screen, after you have made any additional edits, enter R to rebuild the list. This will update calls onto the list.

### **Create a new list (storage-only)**

from any NOIS Screen

1. Enter DL – to define lists.
2. Enter N – to define a new list.
3. Enter your list name - use the convention TEMP-LASTNAME.
4. Enter a list description (optional).
5. At the prompt, "Select (A)ctive Update or (S)tores Only:", enter S.
6. At the prompt, "Save this list definition: YES", enter return to save the list definition.



## Copy a list

from any NOIS Screen

1. Enter DL – to define lists.
2. Enter F – to file (save the list as a new list).
3. Enter your list name - use the convention TEMP-LASTNAME if you're creating a storage-only list or LASTNAME-SUPPORT or LASTNAME-DEV for an active-update list.
4. At the prompt, “Save this list definition: YES”, enter return to save the list definition.

## Edit a list

from any NOIS Screen

1. Enter DL – to define lists.
2. Enter E – to edit the definition. Note: you cannot edit the query definition using this list.
3. Edit any fields.

## Edit the query definition of a list

from any NOIS Screen

1. Enter DL – to define lists.
2. Enter Q – to edit the query definition.
3. At the prompt, “Select (E)dit a line, (I)nsert lines, (D)elete lines, or (R)eplace all:”, enter your choice.
4. You will be prompted to select a line to edit or begin inserting. Enter the line number.
5. At the prompt, “(ADD), (R)emove, (S)elect, (AND), (O)r, else (return):”, enter your choice to begin the line. You are editing a line in an existing definition here, so be aware of the preceding statements.
6. Enter a query statement of Field, Condition Value.
7. When you are done editing, enter return.
8. At the prompt, “Do you want to save this definition? YES//”, enter return to save the changes.
9. Before leaving the List Definition Screen, after you have made any additional edits, enter R to rebuild the list. This will update calls onto the list.

## Rebuild a list

from any NOIS Screen

1. Enter DL – to define lists.
2. Before leaving the List Definition Screen, after you have made any additional edits, enter R to rebuild the list. This will update calls onto the list.

# ***NOIS Coordinator Tasks***

## **Add a new specialist**

from the NOIS Option

1. Enter F - for file setup.
2. Enter SP - for specialist.
3. Enter I – to inquire/edit
4. Enter the name of the new NOIS Specialist.
5. Edit any appropriate fields.

## **Add a new package or module/version**

from the NOIS Option

1. Enter F - for file setup.
2. Enter P - for Package.
3. Enter I – to inquire/edit
4. Enter the name of the new Package.
5. Edit any appropriate fields.
6. After returning to the file listing, enter M - for Module.
7. Enter I – to inquire/edit
8. Enter the name of the new Module.

## **Create a new report or format**

from the NOIS Option

1. Enter F - for file setup.
2. Enter FOR - for format.
3. Enter I – to Inquire/edit.
4. Enter the new format.
5. Edit all appropriate fields.

## **Edit a site's notification**

from the NOIS Option

1. Enter F - for file setup.
2. Enter SITE for site.
3. Enter I – to inquire/edit.
4. Enter the new format.
5. Go to the field, Notify Method. Enter M to mail or A to alert.
6. For the field Notify Event, enter E for when edited, S for when status changes, or C for when closed.

# Common Questions

## **How do I refer a call to development?**

Change the status to Refer to Dev.

## **How do I know when someone takes action on a call I've referred to development?**

Use automatic notification using a list or with user defaults.

## **How do I edit a closed call?**

You can't. You would have to reopen the call to edit it.

## **What happens to my resolution summary when I reopen a call?**

It is appended as a note. When you close the call again, you will have to enter another resolution summary (of course you can say "see note #5").

## **How do I edit a note?**

You can't. Notes are like mail message responses — once sent, you can't edit.

## **How do I delete a call?**

You can't. You can change the status to canceled and then the system will delete the call after a grace period (ex. 7 days).

## **What should I do if I enter a call by mistake?**

You can edit the call, but if you made a mistake in entering the site or date reported, you can only cancel the call and enter a new one.

## **How do I load a mail message into my NOIS call?**

You can't. If you are using a terminal emulator, you capture then cut and paste the text in.

## **How do I load a NOIS call into a mail message?**

Use notification. Select mail and include the display text.

## **How do I get a printout of my call(s)?**

Use the PT action to print text or use the device prompt on View Calls or Reports.

**How do I find and review a call that I've logged previously?**

Look it up, if you know the Call ID, the site or last 5 digits or use the list Specialist: and enter your name.

**How do I find open calls for a site? Open calls I've logged? John Doe's calls?**

Select a list. Site; Not Closed:, Specialist, Support Open:, Specialist:, Support:.

**How do I find whether or not a problem has been reported previously?**

Search, search, search.

**Why do some lists ask for an entry (ex. Specialist: asks to enter a specialist's name)**

These lists use only one list but allow several entries. It's easy to remember the list without cluttering up the lookup of lists with several hundred specific types.

**Why does a list sometimes display as (MODIFIED)?**

The list has been changed so that the calls on the list may not represent what is actually stored on the list.

**How do I make sure someone knows about this NOIS call?**

Notify them. Actually a telephone call works pretty good, but you can send them notification, or better yet, find out if they're already being notified of the call by looking at Other Information on the Edit Screen for the call.

**How do I become aware of problems, reported by others, that I might be interested in?**

Be notified automatically with a list defining the criteria of calls you're interested in.

**What can I customize to make entry and editing faster?**

Most of the fields where you enter data can have default values that you set up. You can even have these values stuffed. Of course, you can edit these values before closing a call.

**How can I specify how I am notified?**

Edit your user defaults or list.

**How do I find calls I have scheduled for notification?**

Notification has a selection that allows you to find these calls.

**How do I add a new package or version?**

You can't. A NOIS Coordinator can. Have them do it for you.

**How can the reporting site be involved in the NOIS process?**

They can access NOIS and look at what's going on. They can also be set up with notification for their site's calls.

**What kinds of reports are available?**

Not much in the way of well-defined reports, but if you want to get a snapshot of activity the statistic format is pretty good. Of course if you're serious about reports you'll get an extract of the data and download it to a spreadsheet - and make lots of graphs.

**How do I download information to a spreadsheet?**

Using a terminal emulator, capture the information to a text file using an extract display format, then import the text file to your spreadsheet program.

**How do I create my own list?**

Enter DL on any NOIS Screen then use New List.

**How do I delete a list?**

Enter DL on any NOIS Screen, use Edit, and enter @.

**How do I update my list to include a new version of a package?**

If you define your list with package instead of module/version#, you won't have to worry about this. Otherwise, enter DL on any NOIS Screen, use Query Edit and edit those lines where you need to replace the module/version# statement.

**What's the best way to be notified, Mail or Alert?**

Alert!!!

**What's the difference between the View and Edit Screen?**

View puts all of the information into the display text; whereas, Edit Screen only has information on one call at a time in the display text.

**How do I search for text?**

Use ST to find the text in the display. To find calls that contain the text use a query statement to search for the calls then use ST to find the text.

# Bugs and Kludges

1. The display screen will not rehighlight when going to a call and then going back to a previously displayed screen.
2. Timeouts will not always go back to the menu option after 2 failed timeouts.
3. There is a delay in updating fields (see Background NOIS).
4. There are inconsistencies in selection of hidden actions. Ex entering QU will not QUIT, QT or QUIT works fine.
5. Sometimes you can up-arrow places, sometimes you can't. The prompts are not consistent with the field names so up-arrowing is confusing.
6. Many of the fields when entering a call are not required to close the call.

# Appendix

## Abbreviations for Sites

ALBANY, NY	ALN	FAYETTEVILLE, NC	FNC	OMAHA, NE	OMA
ALBUQUERQUE, NM	ALB	FEDERAL BUREAU OF PRISONS	FBP	OTHER	OTH
ALEXANDRIA, LA	ALX	FITZSIMONS AMC	FIT	PALO ALTO, CA (C)	PAL
ALLEN PARK, MI	ALL	FORT HARRISON, MT	FHM	PERRY POINT, MD	PER
ALTOONA, PA	ALT	FORT HOWARD, MD	FTH	PHILADELPHIA, PA	PHI
AMARILLO, TX	AMA	FORT LYON, CO	FTL	PHOENIX, AZ	PHO
ANCHORAGE, AK (OPC)	ANC	FORT MEADE, SD	FTM	PITTSBURGH (HIGH.), PA	PIH
ANN ARBOR, MI	ANN	FORT WAYNE, IN	FTW	PITTSBURGH, PA (C)	PTB
ASHEVILLE, NC	ASH	FRESNO, CA	FRE	POPLAR BLUFF, MO	POP
ATLANTA, GA	ATG	FT. ORD	ORD	PORTLAND, OR (C)	POR
AUGUSTA, GA (C)	AUG	FT. SAM HOUSTON	FTS	PRESCOTT, AZ	PRE
AUSTIN DPC	AUS	GAINESVILLE, FL	GAI	PROVIDENCE, RI	PRO
BALTIMORE, MD	BAL	GRAND ISLAND, NE	GRI	REGIONAL DIRECTOR-1	RD1
BATAVIA, NY	BAV	GRAND JUNCTION, CO	GRJ	REGIONAL DIRECTOR-2	RD2
BATH, NY	BAN	HAMPTON, VA	HAM	REGIONAL DIRECTOR-3	RD3
BATTLE CREEK, MI	BAC	HINES, IL	HIN	REGIONAL DIRECTOR-4	RD4
BAY PINES, FL	BAY	HONOLULU, HI (OPC)	HON	RENO, NV	REN
BECKLEY, WV	BEC	HOT SPRINGS, SD	HOT	RICHMOND, VA	RIC
BEDFORD, MA	BED	HOUSTON, TX	HOU	RMEC-BIRMINGHAM	RMB
BIG SPRING, TX	BIG	HUNTINGTON, WV	HUN	RMEC-CLEVELAND	RMC
BILOXI, MS (C)	BIL	IG-AUSTIN	IGA	RMEC-DALLAS	RMX
BIRMINGHAM, AL	BIR	INDIAN HEALTH SERVICE	IHS	RMEC-DURHAM	RMD
BOISE, ID	BOI	INDIANAPOLIS, IN (C)	IND	RMEC-LONG BEACH	RMC
BONHAM, TX	BHM	IOWA CITY, IA	IOW	RMEC-MINNEAPOLIS	RMN
BOSTON, MA	BTM	IRON MOUNTAIN, MI	IRO	RMEC-NEWPORT	RMN
BOSTON, MA (OPC)	BOT	ISC-ALBANY	ISA	RMEC-SALT LAKE CITY	RMS
BROCKTON, MA	BRK	ISC-BIRMINGHAM	ISB	RMEC-ST LOUIS	RML
BRONX, NY	BRX	ISC-DALLAS	ISD	ROSEBURG, OR	ROS
BROOKLYN, NY (C)	BYN	ISC-HINES	ISH	SAGINAW, MI	SAG
BROOKS AFB (DOD)	BRK	ISC-SALT LAKE CITY	ISL	SALEM, VA	SAM
BUFFALO, NY	BUF	ISC-SAN FRANCISCO	ISF	SALISBURY, NC	SBY
BUTLER, PA	BUT	ISC-WASHINGTON	ISW	SALT LAKE CITY, UT	SLC
CANANDAIGUA, NY	CAN	JACKSON, MS	JAC	SAN ANTONIO, TX	SAN
CASTLE POINT, NY	CAS	KANSAS CITY, MO	KAN	SAN DIEGO, CA	SDC
CEC	CEC	KERRVILLE, TX	KVL	SAN FRANCISCO, CA	SFC
CHAMPVA-DENVER ,CO	CVA	KNOXVILLE, IA	KNX	SAN JUAN, PR	SAJ
CHARLESTON, SC	CHA	LAKE CITY, FL	LAK	SEATTLE, WA	SEA
CHEPS-BOISE, ID	CHI	LAS VEGAS, NV (OPC)	LAS	SEPULVEDA, CA	SEP
CHEPS-DUBLIN, GA	CHD	LEARNING RESOURCES SERVICE	LRS	SHERIDAN	SHE
CHEPS-ERIE, PA	CHP	LEAVENWORTH, KS	LEA	SHREVEPORT, LA	SHR
CHEPS-FORT MEADE, SD	CHS	LEBANON, PA	LEB	SIOUX FALLS, SD	SUX
CHEPS-LINCOLN, NE	CHN	LEXINGTON, KY	LEX	SPOKANE, WA	SPO
CHEPS-SAGINAW, MI	CHM	LINCOLN, NE	LIN	ST CLOUD, MN	STC
CHEPS-TOGUS, ME	CHT	LITTLE ROCK, AR (C)	LIT	ST LOUIS, MO (CONS)	STL
CHEPS-TUSKAGEE, AL	CAT	LIVERMORE, CA	LIV	SYRACUSE, NY	SYR
CHEYENNE, WY	CHY	LOMA LINDA, CA	LOM	TACOMA, WA	TAC
CHICAGO (LAKE), IL	CHL	LONG BEACH, CA	LON	TAMPA, FL	TAM
CHICAGO (WEST), IL	CHW	LOS ANGELES, CA (OPC)	LAN	TEMPLE, TX	TEM
CHILLICOTHE, OH	CLL	LOUISVILLE, KY	LOU	TOGUS, ME	TOG
CINCINNATI, OH	CIN	LYONS, NJ	LYN	TOMAH, WI	TOM
CLARKSBURG, WV	CLA	MADISON, WI	MAD	TOPEKA, KS	TOP
CLEVELAND, OH (C)	CLE	MAFB-MARCH AIR FORCE BASE	MAF	TUCSON, AZ	TUC
CMOP-WEST LOS ANGELES	CMP	MANCHESTER, NH	MAN	TUSCALOOSA, AL	TUA
COATESVILLE, PA	COA	MANILA OC, PI	MPI	TUSKEGEE, AL	TUG
COLUMBIA, MO	CMO	MARION, IL	MRL	VA/DOD SUPPORT GROUP	DoD
COLUMBIA, SC	CMS	MARION, IN	MNI	VACO	VAC
COLUMBUS, OH	COL	MARLIN, TX	MAR	VET CENTER-ALBUQUERQUE	VAL
COLUMBUS, OH (OPC)	COS	MARTINEZ, CA	MAC	VET CENTER-AUSTIN	VAU
DALLAS, TX	DAL	MARTINSBURG, WV	MWV	VET CENTER-BOSSIER CITY	VBO
DANVILLE, IL	DAN	MEMPHIS, TN	MEM	VET CENTER-CORPUS CHRISTI	VCO
DAYTON, OH	DAY	MIAMI, FL	MIA	VET CENTER-DALLAS	VDA
DDC-DENVER, CO	DDC	MILES CITY, MT	MCM	VET CENTER-EL PASO	VEL
DEC-LOS ANGELES, CA	DEW	MILWAUKEE, WI	MIW	VET CENTER-HOUSTON	VHO
DEC-WASHINGTON, DC	DEE	MINNEAPOLIS, MN	MIN	VET CENTER-HOUSTON VVRC	VHV
DENVER, CO	DEN	MIRMO	MIR	VET CENTER-MIDLAND	VMI
DES MOINES, IA	DES	MONTGOMERY, AL	MGY	VET CENTER-SAN ANTONIO	VSA
DOD	DOD	MONTROSE, NY	MOR	WACO, TX	WAC
DUBLIN, GA	DUB	MOUNTAIN HOME, TN	MOU	WALLA WALLA, WA	WWW
DURHAM, NC	DUR	MURFREESBORO, TN	MUR	WASHINGTON, DC	WAS
DoD/BROOKS AFB	DBR	MUSKOGEE, OK	MUS	WEST HAVEN, CT	WHC
DoD/MARCH AFB	MAF	NASHVILLE, TN	NAS	WEST LOS ANGELES (C)	WLA
DoD/WILLIAM BEAUMONT	DBM	NEW ORLEANS, LA	NOL	WHITE CITY, OR (DOM)	WCO
EAST ORANGE, NJ	EAS	NEW YORK, NY	NYN	WHITE RIVER JUNCTION, VT	WRJ
EFO MARTINSBURG	EFO	NEWINGTON, CT	NCT	WICHITA, KS	WIC
EL PASO, TX (OPC)	ELP	NORTH CHICAGO, IL	NCH	WILKES BARRE, PA	WBP
ERIE, PA	ERI	NORTHAMPTON, MA	NHM	WILLIAM BEAUMONT (DOD)	BMT
FARGO, ND	FAR	NORTHPORT, NY	NOP	WILMINGTON, DE	WIM
FAYETTEVILLE, AR	FVA	OKLAHOMA CITY, OK	OKC		

## By Abbreviation

ALB	ALBUQUERQUE, NM	FBP	FEDERAL BUREAU OF PRISONS	OMA	OMAHA, NE
ALL	ALLEN PARK, MI	FHM	FORT HARRISON, MT	ORD	FT. ORD
ALN	ALBANY, NY	FIT	FITZSIMONS AMC	OTH	OTHER
ALT	ALTOONA, PA	FNC	FAYETTEVILLE, NC	PAL	PALO ALTO, CA (C)
ALX	ALEXANDRIA, LA	FRE	FRESNO, CA	PER	PERRY POINT, MD
AMA	AMARILLO, TX	FTH	FORT HOWARD, MD	PHI	PHILADELPHIA, PA
ANC	ANCHORAGE, AK (OPC)	FTL	FORT LYON, CO	PHO	PHOENIX, AZ
ANN	ANN ARBOR, MI	FTM	FORT MEADE, SD	PIH	PITTSBURGH (HIGH.), PA
ASH	ASHEVILLE, NC	FTS	FT. SAM HOUSTON	POP	POPLAR BLUFF, MO
ATG	ATLANTA, GA	FTW	FORT WAYNE, IN	POR	PORTLAND, OR (C)
AUG	AUGUSTA, GA (C)	FVA	FAYETTEVILLE, AR	PRE	PRESGOTT, AZ
AUS	AUSTIN DPC	GAI	GAINESVILLE, FL	PRO	PROVIDENCE, RI
BAC	BATTLE CREEK, MI	GRI	GRAND ISLAND, NE	PTB	PITTSBURGH, PA (C)
BAL	BALTIMORE, MD	GRJ	GRAND JUNCTION, CO	RD1	REGIONAL DIRECTOR-1
BAN	BATH, NY	HAM	HAMPTON, VA	RD2	REGIONAL DIRECTOR-2
BAV	BATAVIA, NY	HIN	HINES, IL	RD3	REGIONAL DIRECTOR-3
BAY	BAY PINES, FL	HON	HONOLULU, HI (OPC)	RD4	REGIONAL DIRECTOR-4
BEC	BECKLEY, WV	HOT	HOT SPRINGS, SD	REN	RENO, NV
BED	BEDFORD, MA	HOU	HOUSTON, TX	RIC	RICHMOND, VA
BHM	BONHAM, TX	HUN	HUNTINGTON, WV	RMB	RMEC-BIRMINGHAM
BIG	BIG SPRING, TX	IGA	IG-AUSTIN	RMC	RMEC-CLEVELAND
BIL	BILOXI, MS (C)	IHS	INDIAN HEALTH SERVICE	RMC	RMEC-LONG BEACH
BIR	BIRMINGHAM, AL	IND	INDIANAPOLIS, IN (C)	RMD	RMEC-DURHAM
BMT	WILLIAM BEAUMONT (DOD)	IOW	IOWA CITY, IA	RML	RMEC-ST LOUIS
BOI	BOISE, ID	IRO	IRON MOUNTAIN, MI	RMN	RMEC-MINNEAPOLIS
BOT	BOSTON, MA (OPC)	ISA	ISC-ALBANY	RMN	RMEC-NEWPORT
BRK	BROCKTON, MA	ISB	ISC-BIRMINGHAM	RMS	RMEC-SALT LAKE CITY
BRK	BROOKS AFB (DOD)	ISD	ISC-DALLAS	RMX	RMEC-DALLAS
BRX	BRONX, NY	ISF	ISC-SAN FRANCISCO	ROS	ROSEBURG, OR
BTM	BOSTON, MA	ISH	ISC-HINES	SAG	SAGINAW, MI
BUF	BUFFALO, NY	ISL	ISC-SALT LAKE CITY	SAJ	SAN JUAN, PR
BUT	BUTLER, PA	ISW	ISC-WASHINGTON	SAM	SALEM, VA
BYN	BROOKLYN, NY (C)	JAC	JACKSON, MS	SAN	SAN ANTONIO, TX
CAN	CANANDAIGUA, NY	KAN	KANSAS CITY, MO	SBY	SALISBURY, NC
CAS	CASTLE POINT, NY	KNX	KNOXVILLE, IA	SDC	SAN DIEGO, CA
CAT	CHEPS-TUSKAGEE, AL	KVL	KERRVILLE, TX	SEA	SEATTLE, WA
CEC	CEC	LAK	LAKE CITY, FL	SEP	SEPULVEDA, CA
CHA	CHARLESTON, SC	LAN	LOS ANGELES, CA (OPC)	SFC	SAN FRANCISCO, CA
CHD	CHEPS-DUBLIN, GA	LAS	LAS VEGAS, NV (OPC)	SHE	SHERIDAN
CHI	CHEPS-BOISE, ID	LEA	LEAVENWORTH, KS	SHR	SHREVEPORT, LA
CHL	CHICAGO (LAKE), IL	LEB	LEBANON, PA	SLC	SALT LAKE CITY, UT
CHM	CHEPS-SAGINAW, MI	LEX	LEXINGTON, KY	SPO	SPOKANE, WA
CHN	CHEPS-LINCOLN, NE	LIN	LINCOLN, NE	STC	ST CLOUD, MN
CHP	CHEPS-ERIE, PA	LIT	LITTLE ROCK, AR (C)	STL	ST LOUIS, MO (CONS)
CHS	CHEPS-FORT MEADE, SD	LIV	LIVERMORE, CA	SUX	SIOUX FALLS, SD
CHT	CHEPS-TOGUS, ME	LOM	LOMA LINDA, CA	SYR	SYRACUSE, NY
CHW	CHICAGO (WEST), IL	LOH	LONG BEACH, CA	TAC	TACOMA, WA
CHY	CHEYENNE, WY	LOU	LOUISVILLE, KY	TAM	TAMPA, FL
CIN	CINCINNATI, OH	LRS	LEARNING RESOURCES SERVICE	TEM	TEMPLE, TX
CLA	CLARKSBURG, WV	LYN	LYONS, NJ	TOG	TOGUS, ME
CLE	CLEVELAND, OH (C)	MAC	MARTINEZ, CA	TOM	TOMAH, WI
CLL	CHILLICOTHE, OH	MAD	MADISON, WI	TOP	TOPEKA, KS
CMO	COLUMBIA, MO	MAF	DoD/MARCH AFB	TUA	TUSCALOOSA, AL
CMP	CMOP-WEST LOS ANGELES	MAF	MAFB-MARCH AIR FORCE BASE	TUC	TUCSON, AZ
CMS	COLUMBIA, SC	MAN	MANCHESTER, NH	TUG	TUSKEGEE, AL
COA	COATESVILLE, PA	MAR	MARLIN, TX	VAC	VACO
COL	COLUMBUS, OH	MCM	MILES CITY, MT	VAL	VET CENTER-ALBUQUERQUE
COS	COLUMBUS, OH (OPC)	MEM	MEMPHIS, TN	VAU	VET CENTER-AUSTIN
CVA	CHAMPVA-DENVER ,CO	MGY	MONTGOMERY, AL	VBO	VET CENTER-BOSSIER CITY
DAL	DALLAS, TX	MIA	MIAMI, FL	VCO	VET CENTER-CORPUS CHRISTI
DAN	DANVILLE, IL	MIN	MINNEAPOLIS, MN	VDA	VET CENTER-DALLAS
DAY	DAYTON, OH	MIR	MIRMO	VEL	VET CENTER-EL PASO
DBM	DoD/WILLIAM BEAUMONT	MIW	MILWAUKEE, WI	VHO	VET CENTER-HOUSTON
DBR	DoD/BROOKS AFB	MNI	MARION, IN	VHV	VET CENTER-HOUSTON VVRC
DDC	DDC-DENVER, CO	MOR	MONTROSE, NY	VMI	VET CENTER-MIDLAND
DEE	DEC-WASHINGTON, DC	MOU	MOUNTAIN HOME, TN	VSA	VET CENTER-SAN ANTONIO
DEN	DENVER, CO	MPI	MANILA OC, PI	WAC	WACO, TX
DES	DES MOINES, IA	MRL	MARION, IL	WAS	WASHINGTON, DC
DEW	DEC-LOS ANGELES, CA	MUR	MURFREESBORO, TN	WBP	WILKES BARRE, PA
DOD	DOD	MUS	MUSKOGEE, OK	WCO	WHITE CITY, OR (DOM)
DoD	VA/DOD SUPPORT GROUP	MWV	MARTINSBURG, WV	WHC	WEST HAVEN, CT
DUB	DUBLIN, GA	NAS	NASHVILLE, TN	WIC	WICHITA, KS
DUR	DURHAM, NC	NCH	NORTH CHICAGO, IL	WIM	WILMINGTON, DE
EAS	EAST ORANGE, NJ	NCT	NEWINGTON, CT	WLA	WEST LOS ANGELES (C)
EFO	EFO MARTINSBURG	NHM	NORTHAMPTON, MA	WRJ	WHITE RIVER JUNCTION, VT
ELP	EL PASO, TX (OPC)	NOL	NEW ORLEANS, LA	WWW	WALLA WALLA, WA
ERI	ERIE, PA	NOP	NORTHPORT, NY		
FAR	FARGO, ND	NYN	NEW YORK, NY		
		OKC	OKLAHOMA CITY, OK		



# Abbreviations for Packages

ACCOUNTS RECEIVABLE	AR	LIBRARY	LBRY
ADP HARDWARE TRACKING	NTSS	MAILMAN	XM
ADP PLAN	ADP	MAS	MAS
ALLERGIES	ALLR	MCCR NDB	MCCR
ALPHA	ALPH	MEDICINE	MCAR
AMIE	AMIE	MENTAL HEALTH	MH
BED CONTINGENCY RPT	BCTG	MICRONETICS MUMPS	MSM
BED CONTROL	BCON	MINIMAL PATIENT DATASET	MPD
CAPACITY MANAGEMENT	CMP	MISCELLANEOUS	MISC
CLASSMAN	KLAS	NATIONAL QM DATABASE	NQM
CLINICAL LEXICON	LEX	NEW PERSON	NP
CLINICAL MONITORING SYSTEM	CMS	NOIS	NOIS
CLINICAL RECORD		NURSING	NURS
CLINICAL TEXT	CTXT	OERR	OERR
COMMUNICATIONS HARDWARE	CHW	ONCOLOGY	ONC
COMMUNICATIONS SOFTWARE	CSW	PAID	PAID
CONSOLIDATE MAIL OPT PHARMACY	CMOP	PATIENT CARE COMPONENT	PCC
CONSULT/REQUEST TRACKING	CONS	PATIENT CARE ENCOUNTER	PCE
CONTROLLED SUBSTANCE	CSUB	PATIENT DATA EXCHANGE	PDX
CPT	CPT	PATIENT FEEDBACK	PFb
CREDENTIAL TRACKING	CRED	PATIENT FUNDS	PFND
DATABASE ADMINISTRATION	DBA	PATIENT REPRESENTATIVE	PREP
DECSERVER HARDWARE		PC HARDWARE	
DECSERVER SOFTWARE		PHARM-INPAT	IPM
DENTAL	DENT	PHARM-IV	PIV
DIETETICS	DIET	PHARM-NATIONAL DRUG FILE	NDF
DISCHARGE SUMMARY	DSUM	PHARM-OUTPT	PHAR
DMMS/DSS	DMMS	PHARM-UNIT DOSE	UD
DOD JOINT VENTURE	DOD	PHARM-WARD STOCK	PWS
DRG GROUPE/10.0	DRG	PROBLEM LIST	PROB
DRUG & PHARM PRODUCT MGMT	DPPM	PROGRESS NOTES	PROG
DRUG ACCOUNTABILITY	DA	PROSTHETICS	PROS
EEO	EEO	QA-CREDENTIALS & PRIV	CRED
ENGINEERING	ENG	QA-INCIDENT REPORTING	QAIR
EPRP	EPRP	QA-OCCURRENCE SCREEN	QAOS
ERMIS	ERM	QA-UTILIZATION REVIEW	QAUR
EVENT DRIVEN REPORTING	EDR	QM MONITORING	QM
FACILITY DEVELOPMENT PLANNING	FDP	QM SURVEY GENERATOR	QMSG
FEE BASIS	FEE	QUIC	QUIC
FILEMAN	FM	RADIOLOGY	RAD
GENERIC CODE SHEET	GECS	RECORDS TRACKING	MRT
HARDWARE COMPUTER	HRDW	ROES	ROES
HBHC	HBHC	SAGG	SAGG
HEALTH SUMMARY	HSUM	SECURITY POLICE	POL
HINQ	HINQ	SOCIAL WORK	SOWK
HL7	HL	SPINAL CORD DYSFUNCTION	SCD
IDCU	IDCU	SURGERY	SURG
IFCAP	IFCP	SYSTEMS MANAGEMENT	SYSM
IMAGING SYSTEM	IMG	TCP	TCP
IMMUNOLOGY CASE REGISTRY	IMR	TELECOMMUNICATIONS	TCOM
IMS	IMS	TEXT GENERATOR	TEXT
INCOME VERIFICATION	IVM	TEXT INTEGRATED UTILITY	TIU
INTEGRATED BILLING	IB	VAX DSM	
IPDB	IPDB	VISIT TRACKING	VIST
KERNEL TOOLKIT	TK	VITALS/MEASUREMENTS	VITL
KERNEL	KRN	VOLUNTEER TIMEKEEPING	VOL
LAB	LAB	XQOR	XQOR
LETTERMAN	LTRM		

# Worksheet for Defining Lists

## EXAMPLE

### NOIS Worksheet

Name: John Doe

ISC: SLC

Primary Functional Area: SUPPORT DEV

**Notification:** If you want to be notified of activity on NOIS calls, check any boxes that apply. You can check ALL for all sites (national), ISC for all sites your ISC supports, or write in specific sites (1-10) that you have a special interest in. If you only want to be notified for calls that are referred to development, enter an "R" in the box.

	PACKAGES		SITES									
	ALL	ISC	1	2	3	4	5	6	7	8	9	10
ALL PACKAGES			X	X								
ALL ISC DEVELOPED PACKAGES												
ACCOUNTS RECEIVABLE												
ADP HARDWARE TRACKING												
ADP PLAN												
ALLERGIES												
ALPHA												
AMIE												
BED CONTINGENCY RPT												
BED CONTROL		X										
CAPACITY MANAGEMENT												
CLASS III/UNVERIFIED SOFTWARE												
CLASSMAN												
CLINICAL LEXICON												
CLINICAL MONITORING SYSTEM												
CLINICAL RECORD												
CLINICAL TEXT	R											
COMMUNICATIONS HARDWARE												
COMMUNICATIONS SOFTWARE												
CONSOLIDATE MAIL OPT PHARMACY												
CONSULT/REQUEST TRACKING												
CONTROLLED SUBSTANCE												
CPT	X											
CREDENTIAL TRACKING												
DATABASE ADMINISTRATION												
DECSERVER HARDWARE												
DECSERVER SOFTWARE												
DENTAL												
DIETETICS		X										
DISCHARGE SUMMARY	R											

Example:

This person would get notified for any packages for the sites DENVER and BOISE, any sites the ISC supports for Bed Control and Dietetics, any activity on CPT nationwide, and anything referred to development for Clinical Text or Discharge Summary.

Name:

ISC:

**Primary Functional Area:** SUPPORT

DEV

**Notification:** If you want to be notified of activity on NOIS calls, check any boxes that apply. You can check ALL for all sites (national), ISC for all sites your ISC supports, or write in specific sites (1-10) that you have a special interest in. If you only want to be notified for calls that are referred to development, enter an "R" in the box.

PACKAGES	SITES											
	ALL	ISC	1	2	3	4	5	6	7	8	9	10
ALL PACKAGES												
ALL ISC DEVELOPED PACKAGES												
ACCOUNTS RECEIVABLE												
ADP HARDWARE TRACKING												
ADP PLAN												
ALLERGIES												
ALPHA												
AMIE												
BED CONTINGENCY RPT												
BED CONTROL												
CAPACITY MANAGEMENT												
CLASS III/UNVERIFIED SOFTWARE												
CLASSMAN												
CLINICAL LEXICON												
CLINICAL MONITORING SYSTEM												
CLINICAL RECORD												
CLINICAL TEXT												
COMMUNICATIONS HARDWARE												
COMMUNICATIONS SOFTWARE												
CONSOLIDATE MAIL OPT PHARMACY												
CONSULT/REQUEST TRACKING												
CONTROLLED SUBSTANCE												
CPT												
CREDENTIAL TRACKING												
DATABASE ADMINISTRATION												
DECSERVER HARDWARE												
DECSERVER SOFTWARE												
DENTAL												
DIETETICS												
DISCHARGE SUMMARY												
DMMS/DSS												
DOD JOINT VENTURE												
DRG GROUPER												
DRUG & PHARM PRODUCT MGMT												
DRUG ACCOUNTABILITY												
EEO												
ENGINEERING												
EPRP												
ERMIS												
FACILITY DEVELOPMENT PLANNING												
FEE BASIS												
FILEMAN												
GENERIC CODE SHEET												
HARDWARE COMPUTER												
HBHC												
HEALTH SUMMARY												
HINQ												
HL7												
IDCU												

PACKAGES	SITES											
	ALL	ISC	1	2	3	4	5	6	7	8	9	10
IFCAP												
IMAGING SYSTEM												
IMMUNOLOGY CASE REGISTRY												
IMS												
INCOME VERIFICATION												
INTEGRATED BILLING												
KERNEL TOOLKIT												
KERNEL												
LAB												
LETTERMAN												
LIBRARY												
MAILMAN												
MAS												
MCCR NDB												
MEDICINE												
MENTAL HEALTH												
MICRONETICS MUMPS												
MINIMAL PATIENT DATASET												
MISCELLANEOUS												
NATIONAL QM DATABASE												
NEW PERSON												
NOIS												
NURSING												
OERR												
ONCOLOGY												
PAID												
PATIENT CARE COMPONENT												
PATIENT DATA EXCHANGE												
PATIENT FUNDS												
PC HARDWARE												
PHARM-INPAT												
PHARM-IV												
PHARM-NATIONAL DRUG FILE												
PHARM-OUTPT												
PHARM-UNIT DOSE												
PHARM-WARD STOCK												
PROBLEM LIST												
PROGRESS NOTES												
PROSTHETICS												
QA-CREDENTIALS & PRIV												
QA-INCIDENT REPORTING												
QA-OCCURRENCE SCREEN												
QA-UTILIZATION REVIEW												
QM MONITORING												
QM SURVEY GENERATOR												
QUIC												
RADIOLOGY												
RECORDS TRACKING												
ROES												
SAGG												
SECURITY POLICE												
SOCIAL WORK												
SURGERY												
SYSTEMS MANAGEMENT												
TCP												
TEXT GENERATOR												
TEXT INTEGRATED UTILITY												
VAX DSM												
VISIT TRACKING												
VITALS/MEASUREMENTS												
VOLUNTEER TIMEKEEPING												
XQOR												

# Glossary

**Active-Update Lists** A list defined by a query statement and updated automatically.

**Audit History** A word-processing field in the NOIS Call file that stores edit changes.

**Call ID** A unique identifier of the NOIS call.

**Edit Screen** A NOIS Screen used to review and edit NOIS calls.

**Functional Area** An entry made when closing a NOIS call – usually Support or Development.

**Hidden Actions** Actions available on all NOIS Screens that are only displayed if you enter ??.

**Indexed Lists** Commonly used lists that are public and defined by an index on the NOIS Call file.

**List Manager** A program utility that provides a user interface with a scroll region and menu selection.

**List Screen** The NOIS Screen used to list NOIS calls.

**Location Type** A category for a location used for grouping locations together.

**Manual-Update List** A list defined by a query statement and is updated when selected for use.

**Module/Version** A package (version specific) or hardware category.

**NOIS** National On-Line Information Sharing.

**NOIS Coordinator** A NOIS Specialist with the entry in NOIS Coordinator field in the NOIS Specialist file set to YES. This user can edit others' lists and notification methods.

**NOIS Screens** A List Manager screen used by NOIS – the Edit, List, View and Define Screens.

**NOIS Specialist** A user entered in the NOIS Specialist file. This user can enter and edit NOIS calls.

**Notification** A mail message or menu alert to notify users of changes to NOIS calls.

**Owned Lists** An active-update or storage-only list that has an entry in the owner field. Only the owner or a NOIS Coordinator can edit the definition of this field.

**Package** A software package (not version specific) or hardware category.

**Package Group** A category for a package which can be used for support teams or clustering packages together.

**Public Lists** A list that is not owned.

**Queries** A search statement to define a type of NOIS call your looking for. It is composed of a Field, Condition, and Value.

**Site Notification** Notification to the Site Contact person in the NOIS Location file. The Notify Method and Notify Event fields define the type of notification.

**Status History** A word-processing field in the NOIS Call file which stores any status changes to the call.

**Storage-Only Lists** Lists that are used to store calls. The calls are not automatically updated and must be maintained by the owner of the list.

**Subcomponent** A category within a package. It can be used for triaging calls referred to dev.

**Task Performed** An entry made when closing a NOIS call to describe the type of action taken. Ex. Problem Resolution

**Timestamps** Date/time entries that are stored when editing NOIS calls.

**User Defaults** User-defined fields that customize entry prompts and characteristics. These are found by entering UD on any NOIS Screen.

**View Screen** The NOIS Screen used to review NOIS calls.

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# NOIS

## User's Guide

Department of Veterans Affairs  
VistA  
February 1998

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